ATE OF CALIFORNIA EPARTMENT OF CALIFORNIA HIGHWAY PATROL REA MANAGEMENT EVALUATION

REA ADMINISTRATION

HP 453A (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Hollister-Gilroy	Coastal	725
EVALUATED BY		DATE
S. M. Temple, #940	0 Sergeant	11/16/2008

ISTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer dividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, ocomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This irm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF EVALUATION Formal Evaluation [☑] Informal Evaluation	SUSPENSE DATE			
LOW-UP REQUIRED	COMMANDER'S REVIE	EW	DATE	
Correction Report	OSMINI UIBERG VIEVIE			
YES NO BY				
MANAGEMENT FUNCTIONS	EVALUATED	ACTION REQUIRED	CORRECTE	D
What functions of management were observed?	Yes	No		
(1) Planning adequate?		(I)	✓ Yes	□ No
(2) Organization adequate?	✓ Yes	☐ No		
(3) Staffing adequate?	✓ Yes	□ No		
(4) Directing adequate?		✓ Yes	☐ No	
(5) Controlling adequate?			✓ Yes	☐ No
(6) Delegating adequate?			✓ Yes	□ No
ORGANIZATION	EVALUATED	ACTION REQUIRED	CORRECTE	D
	Yes	No		□Na
a. Current Organizational Chart?			✓ Yes	□ No
(1) Lines of authority, responsibility, and training?	✓ Yes	□ No		
b. How are personnel informed of commander's absence?	MIS, Briefing Item			
(1) Alternate assigned?			✓ Yes	□ No
(2) Division notified via comm-net?			✓ Yes	□ No
c. Have collateral duties been assigned to supervisors?			✓ Yes	☐ No
(1) Officers aware of assignments and/or changes?			✓ Yes	☐ No
d. How was efficiency of the organization tested? See cor	mments.	7-2-1-2-11-2-11-2-11		
e. Is there an appropriate span of control?			✓ Yes	□No
JOB DESCRIPTIONS	EVALUATED Yes	ACTION REQUIRED NO	CORRECTE)
a. Local procedure for periodic review?	7		✓ Yes	☐ No
(1) Date of last review update? Currently being rev	ised with Area SOP.	Supplemental Control		
o. Authority limits explained?			✓ Yes	□ No
:. Written job descriptions for positions?			✓ Yes	☐ No

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-	435A (Rev. 5-00) OF1009				200
mr.	(1) Where are job descriptions kept? Area SOP		COLUMN TO THE TOTAL THE TOTAL TO THE TOTAL TOTAL TO THE T		
	(2) Has group training been conducted?			√ Yes	
	(2) Has cross training been conducted?	EVALUATED	ACTION REQUIRED	CORRECTE	
С	COMMUNICATIONS	Yes	No		
a.	a. Commander's methods to disseminate and receive information	? Staff Meetings	, Area Squad Meetings, E-17	nail, in-person	
	(1) Does the commander use both formal and informal channel	els?		✓ Yes	☐ No
	(2) How does the commander inform personnel of their contrib	outions and/or acc	omplishments? In-person, I	E-mail, CHP 1	12/100
	comments, CHP 2.				
b.	o. Good up and down flow of information within Area?			✓ Yes	□ No
	(1) Commander to supervisors?			✓ Yes	□ No
	(2) Commander to officers through lieutenants/sergeants?			✓ Yes	☐ No
	(3) Supervisors to commander?			✓ Yes	☐ No
	(4) Supervisors to officers?			✓ Yes	☐ No
	(5) Officers to supervisors?			✓ Yes	☐ No
alle	(6) Officers to commander through chain of command?			✓ Yes	☐ No
****	(7) Between uniformed/nonuniformed employees?			√ Yes	☐ No
	(8) Suggestions for improvement made/tested?			☐ Yes	✓ No
Ç.	. Commander and supervisors available for counseling?			✓ Yes	□ No
	(1) Commander attend briefings?			✓ Yes	☐ No
	(2) Lieutenant attend briefings?			✓ Yes	☐ No
d.	Is the information system effective?			✓ Yes	☐ No
	(1) Are personnel aware of current projects?	1.00 mile 11.00 miles		✓ Yes	☐ No
	(2) Weekly correspondence routed?		11 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	✓ Yes	☐ No
e.	How is the commander kept informed of daily events? Sergea	ants Log entries, E	-mail, telephone notification	ns	
			3514		
f.	Are photos on picture board current?			✓ Yes	□ No
ΑF	REA AND STAFF MEETINGS	EVALUATED Yes	ACTION REQUIRED No	CORRECTE	D
а.	Commander or facilitator/manager adequately prepared for mea	etings?		✓ Yes	☐ No
	(1) Do meetings begin on time?			✓ Yes	☐ No
	(2) Is there an agenda?			✓ Yes	☐ No

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

	EA MANAGEMENT EVALUATION EA ADMINISTRATION	
:HP	453A (Rev. 5-06) OPI 009	
b.	How often are Area meetings held? Quarterly	8
	(1) Who coordinates agenda? Administrative Assistant (Sergeant) and Area Training Officer	

þ	b. How often are Area meetings held? Quarterly						
	(1) Who coordinates agenda? Administrative Assistant (Sergeant) and Area Training Officer						
4	(2) Who takes minutes? Area Training Officer						
-	(3) Is action taken, with subsequent follow-up?		✓ Yes	□No			
C.	. Are successive meetings held?			√ Yes	□No		
d.	. Are Top Management minutes discussed?		✓ Yes	□ No			
	(1) Does commander support departmental programs?			✓ Yes	□ No		
	(2) Do employees understand information disseminated?			✓ Yes	□No		
e.	. Are special interest programs planned?			✓ Yes	□No		
f.	Are schedules arranged for maximum attendance?			✓ Yes	□No		
	(1) Is information conveyed to absent members?			√ Yes	□ No		
g.	What is the frequency of staff meetings? Monthly		<u> </u>				
	(1) Agendas distributed prior to meetings?		✓ Yes	□No			
	(2) Who attends? Area Commander, FOO, Sergeants, OSS-I,	, CAHP Area Representa	ative.				
	(3) Action taken, with subsequent follow-up?		✓ Yes	□No			
h.	Are sergeants-only meetings held?			✓ Yes	□ No		
i.	What is the frequency of nonuniformed meetings? Weekly						
	(1) Who schedules these meetings? OSS-I						
	(2) What is the commander's role? OSS-I meets with comman	nder to discuss/review rel	evant issues.				
	(3) Action taken, with subsequent follow-up?		N. S.	✓ Yes	□No		
MA	ANAGEMENT OF TIME	Yes Yes	ACTION REQUIRED	CORRECTED			
a.	Is time spent on activities proportionate to importance?			✓ Yes	□No		
b.	Commander/lieutenant/sergeants available other than business l	hours?		√ Yes	☐ No		
CC	DLLECTIVE BARGAINING	evaluated Yes	ACTION REQUIRED No	CORRECTED			
a.	Does the commander comply with Contract Interpretations (CI)?			√ Yes	☐ No		
(1) Does a library copy of all Cls exist?					☐ No		
(2) Employee groups notified prior to changing policy?					☐ No		
	(3) Employee contract training for nonuniformed supervisors?			✓ Yes	□No		
	(4) Managers/supervisors understand grievance/complaint proce	edures?		✓ Yes	□No		

.REA MANAGEMENT EVALUATION SUPPLEMENT

HP 454 (Rev. 5-06) OPI 009

SECTIONS	Management Evaluation, Area Administration DATE: 11/19/2008 COMMENTS					
SECTIONS						
	Organizational chart is posted and is contained in Area SOP, revised and updated 07-07-2008.					
	Area has implemented a comprehensive A/I routing slip for probationary employees which will					
	improve accountability and ultimately will improve the submitted reports.					
(2)	Clerical (OSS-I) has implemented cross training and has substituted duties to enhance the cross					
	training and improve overall efficiency.					
0	Area has an exceptional CAHP Area Representative who meets regularly with Area management					
	The lines of communication stay open on a variety of issues which has led to an improvement in					
	Area morale. In general terms he has an excellent rapport with management and the Area officers					
(4)	Information flow, Lieutenant to Commander. The Area FOO meets regularly with the commande					
	to discuss Area operations and concerns of Area supervisors, apparently streamlining the process					
	of information flow.					
2)	Area FOO regularly attends "A" and "B" shift briefings but has not attended a "C" shift briefing. I					
	FOO has regular conferences with the Area sergeants, including the "C" shift sergeant in order to					
	gain insight to the local operations and needs of the Area.					
49.4						
+44(17.84)						

Department of California Highway Patrol AREA MANAGEMENT EVALUATION Chapter 1 AREA ADMINISTRATION Area King City Division Coastal Division 73508001 Evaluated By M. Mann/S-2 Date 09/03/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impression. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation			*			
☐ Formal ☐ Inform	mal	Suspense Dat	te	•		
Follow-up Required	Correction Report	M	-	e o	4.03	08
☐ Yes ⊠ No	by	Commander's	Review			
1. MANAGEMENT FUNCTIONS	3	Evaluated		Action Required	Corrected	
a. What functions of managen	nent were observed? Refer 1 - 6	3 below.				
(1) Planning adequate?				200	∑ Yes	☐ No
(2) Organizing adequate?					∑ Yes	☐ No
(3) Staffing adequate?					⊠ Yes	☐ No
(4) Directing adequate?					⊠ Yes	☐ No
(5) Controlling adequate?					X Yes	☐ No
(6) Delegating adequate?				5.00.00	X Yes	☐ No
2. ORGANIZATION		Evaluated	\boxtimes	Action Required	Corrected	
a. Current Organizational Char	t?				X Yes	☐ No
(1) Lines of authority, respon	nsibility and training?				∑ Yes	☐ No
b. How are personnel informed	of commander's absence? Con	n-net, in-out boa	rd, and	some e-mail.		
(1) Alternate assigned?		á			⊠ Yes	☐ No
(2) Division notified via comm	n-net?				⊠ Yes	☐ No
c. Have collateral duties been assigned to supervisors?					∑ Yes	☐ No
(1) Officers aware of assign	ments and/or changes?				∑ Yes	☐ No
d. How was efficiency of the o	rganization tested? Stategic pl	an efforts.				
e. Is there an appropriate span	of control?	#			⊠ Yes	□No

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AREA MANAGEMENT EVALUATION Chapter 1

AREA ADMINISTRATION				whi -	
3. JOB DESCRIPTIONS	Evaluated	\boxtimes	Action Required	Corrected	
a. Local procedure for periodic review?				⊠ Yes	☐ No
(1) Date of last review update? 05/14/2008					
b. Authority limits explained?				⊠ Yes	☐ No
c. Written job descriptions for clerical positions?				⊠ Yes	☐ No
(1) Where are job descriptions kept? Area SOP					
			- Direct	1.	
(2) Has cross training been conducted?					☐ No
4. INTERPERSONAL COMMUNICATIONS	Evaluated	\boxtimes	Action Required 🔀	Corrected	
a. Commander's methods to disseminate and recei contact.	ve information?	MIS, brief it	ems, staff meetings, e-mai	l, phone, persona	[
(1) Does the commander use both formal and in	formal channels?			∑ Yes	☐ No
(2) How does the commander inform personnel (of their contributi	ons and/or a	accomplishments?		
Breifings, commander's hour during training day	rs, 100 /112 comr	nents as ap	propriate, postings./CHP 2/	commendation	
b. Good up and down flow of information within A	rea?			∑ Yes	. No
(1) Commander to supervisors?				⊠ Yes	☐ No
(2) Commander to officers through Lieutenants/	Sergeants?			⊠ Yes	☐ No
(3) Supervisors to commander?				⊠ Yes	☐ No
(4) Supervisors to officers?				⊠ Yes	☐ No
(5) Officers to supervisors?				⊠ Yes	☐ No
(6) Officers to commander through chain of com	mand?			⊠ Yes	☐ No
(7) Between uniformed/nonuniformed employees	?			⊠ Yes	☐ No
(8) Suggestions for improvement made/tested?				🔀 Yes	☐ No
c. Commander and supervisors available for counse	eling?			⊠ Yes	☐ No
(1) Commander attend briefings?				⊠ Yes	☐ No
(2) Lieutenant attend evening briefings?				Yes Yes	⊠ No
d. Is the information system effective?			141	∑ Yes	☐ No
(1) Are personnel aware of current projects?				⊠ Yes	☐ No
(2) Weekly correspondence routed?					

AREA MANAGEMENT EVALUATION Chapter 1

AREA	ADMINISTRATIO	N

e. How is the commander kept informed of daily eve	nts? Area log,	telephone, e	e-mail.		
f. Are photos on picture board current?				Yes	⊠ No
5. AREA AND STAFF MEETINGS	Evaluated	\boxtimes	Action Required	Corrected	
a. Commander adequately prepared for meetings?				∑ Yes	☐ No
(1) Do meetings begin on time?				∑ Yes	☐ No
(2) Is there an agenda?			M	⊠ Yes	☐ No
b. How often are Area meetings held? Quarterly.					
(1) Who coordinates agenda? Commander			5, 0e		
(2) Who takes minutes? Rotates - commander, un	iformed superv	isors, non-ui	niformed supervisor.		
(3) Is action taken, with subsequent follow-up?				⊠ Yes	☐ No
c. Are successive meetings held?				⊠ Yes	☐ No
d. Are Top Management minutes discussed?				∑ Yes	☐ No
(1) Does commander support departmental prograr	ns?			∑ Yes	☐ No
(2) Do employees understand information dissemin	ated?			∑ Yes	☐ No
e. Are special interest programs planned?				⊠ Yes	☐ No
f. Are schedules arranged for maximum attendance?	1411		1200	⊠ Yes	☐ No
(1) Is information conveyed to absent members?		(2)		⊠ Yes	☐ No
g. What is the frequency of staff meetings? Quarter	ly			,	
(1) Agendas distributed prior to meetings?				☐ Yes	⊠ No
(2) Who attends? Commander, uniformed supervis	ors, non-unifor	med supervi	sor, Area representative. G	uest on occasion	
(3) Action taken, with subsequent follow-up?				⊠ Yes	☐ No
h. Are Sergeants-only meetings held?			****	⊠ Yes	☐ No
i. What is the frequency of nonuniformed meetings?	N/A - daily cont	tact/check-ir	n.		
(1) Who schedules these meetings?					
(2) What is the commander's role?					

(3) Action taken, with subsequent follow-up?				Yes	⊠ No

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AREA MANAGEMENT EVALUATION Chapter 1 AREA ADMINISTRATION

6. MANAGEMENT OF TIME	Evaluated	\boxtimes	Action Required	Corrected	
a. Is time spent on activities proportionate to im	portance?			∑ Yes	☐ No
b. Commander/Lieutenant/Sergeants available other than business hours?					□ No
7. COLLECTIVE BARGAINING	Evaluated		Action Required	Corrected	
a. Does the commander comply with Cl interpret	⊠ Yes	☐ No			
(1) Does a Library copy of all Cls exist?				∑ Yes	☐ No
(2) Employee groups notified prior to changing	g policy?			∑ Yes	☐ No
(3) Employee contract training for nonuniform	ed supervisors?		5,40	Yes Yes	⊠ No
(4) Managers/supervisors understand grievance/complaint procedures?					☐ No
	40				
8. COMMENTS Area administration is good. Area	a photo board is in t	the process	of being updated.		
CHP 453/ (Rev. 1-96)				112 -29	Pana 4

TATE OF CALIFORNIA EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

INLAFI	TOOLDO	ILLO MIND	LOCAL	OIND
HP 453B	(Rev. 8-07)	OPI 009		

AREA	DIVISION	NUMBER
720	Coastal	
EVALUATED BY		DATE
Field Operatio	ns Unit	08/27/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer idividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, ccomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF EVAL		rmal Evaluation	SUSPENSE DATE			
DLLOW-UP RI		☐ Correction Report	COMMANDER'S REVI	EW	DATE	
AREA S	STANDARD OPERATIN	IG PROCEDURES (SOP)	EVALUATED yes	ACTION REQUIRED	CORRECTE)
a. Doe	s SOP contain only loca	I procedures essential to Area?	1,	J	✓ Yes	□No
b. Con	flicts between Division S	OP and Area SOP?			✓ Yes	□No
c. SOF	available for review?		5*34*8E*/#18***********************************	7 101 Western - 12-14 - 12-14 - 12-14	✓ Yes	□No
(1)	Is it current?				✓ Yes	□No
(2)	Are orders necessary?				✓ Yes	□No
(3)	Does SOP provide refer	ence to, yet avoid duplication of	f departmental policy?		✓ Yes	□No
(4)	Conflict between SOP a	nd departmental policy?		AL COMMENTAL ALCOHOLOGIC	☐Yes	☑ No
(5)	Orders clear and concis	e?			✓ Yes	□No
(6)	is table of contents curre	ent/effective?			✓ Yes	□No
(7)	Logical division of mater	ial?			✓ Yes	□No
(8)	What system is used to	assure each Area employee ha	s read SOP? SOP is	s on-line to maximize usage f	or all emplo	yce's.
	Employee's new to Area	a are required to review SOP.				
(9) l	Effective numbering and	index system?			✓ Yes	□No
(10) 8	Position descriptions util	ized in place of individual name	s?	11/27	√ Yes	□No
(11) }	low are SOPs distribute	ed? SOP on-line. All employ	ee's have access to de	partmental computer system.		***************************************
						
	(a) Are they readily ava	ailable?			✓ Yes	□ No
(12) V	Who is responsible for re	eview/revision? Area supervis	ors and Management	AMERICA CONTRACTOR OF THE STATE		
11.00		11 - C - 1				
(13) ⊦	low often is SOP review	ed/updated? Upon approval	of Area Commander,	SOP updates are briefed to a	ll employee	's
(a) Is a suspense syste	m in place?	II- Was artificial		√ Yes	□No
			11			

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

LOCAL DIRECTIVES	EVALUATI	ACTION REQUIR	ED CORRECTE	D
Other methods utilized by commander to provide	e written instructions to A		ersonal contact	
LIMITED DUTY ASSIGNMENTS	EVALUATI	2049)	ED CORRECTE	D
a. Are commander and staff aware of contents of h	JPM 10.7. Injury and Illne	INO INO	al	
Chapter 8, relating to limited duty?	ii w ro.r, injury and iiiie	ss Case Management Mana	✓ Yes	□ No
b. What types of duties are assigned to those on li	nited duty? Front desk	duty. administrative duties		
c. How many employees are currently on limited du	uty status? 2			
OTHER PROCEDURES	eval.uati yes	ACTION REQUIR	CORRECTE	D
a. What methods does Area use to report highway	defects? Area has forn	1 (720-9) which is used to re	port such defects. A	rea keeps
form on file, distributes to proper authoritative	agency to correct concern	1,		22.0
o. Are Area personnel aware of procedures in HPN	l 10.4, Citizens' Complair	nt Investigations Manual?	✓ Yes	☐ No
(1) What procedure is followed for receiving citi.	zen's complaints? Area	Sergeant handles all aspects	of complaints.	
(2) Is there a system to identify complaint-gene	rating behavior?		✓ Yes	□No
(3) Are complaints classified properly?			✓ Yes	□No
(4) What are the most common errors in comple	aint investigations? Dat	es on the CHP 240 not comp	oleted as required.	
. What procedure is in place to handle traffic comp		es complaint, Sergeant assign	as to beat officer. If	required a
letter is sent from the Commander detailing wha	it was done to eliminate t	the concern.		
I. How are employee absences reported/verified?	Employee's contact serg	geant, If none available then	a voice mail is left.	Supervisor
would then contact employee to verify. Area tra				
. Is there a central listing of employees with approv	red secondary employme	ent requests?	✓ Yes	□ No
(1) Are supervisors aware of regulations in HPM	10.3, Personnel Transa	ctions Manual, Chapter 14?	✓ Yes	□No
How are cameras assigned? All employee's ca	ary there own digital can	nera's.		

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

IREA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

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HF	453B	(Rev. 8-07) OPI 009		
	(1)	What type(s) of cameras are used? Digital		
	(2)	Are photos in file of good quality?	✓ Yes	□No
g	ı. Wł	no is responsible for ambulance/tow truck inspections? Officer Lewis		
	(1)	Are inspections up-to-date?	✓ Yes	□No
-537	(2)	Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□No
	(3)	Are random inspections conducted?	√ Yes	□No
	(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No
1755	(5)	How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Officer Lewis prepares a briefing item detailing the circumstances of the compared to the compar	mies removal fro	om service
		and sends correspondence to the Monterey Communications Center.		
			59	
h	ls tl	nere security for Area personnel rosters?	✓ Yes	□No
4,000	(1)	What is Area policy regarding the release of personal telephone numbers and addresses? Area does	s not release the	information.
	(2)	Who regularly receives Area rosters? Coastal Division, Dispatch, Managers and Supervisors		
i.	Has	the Area established proper employer/employee relations?	✓ Yes	□No
	(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No
	(2)	Is there a bulletin board for employee association items?	✓ Yes	□ No
j.	Аге	damaged uniform articles inspected and repaired/replaced?	✓ Yes	□No
	(1)	Who coordinates inspection and/or disposal of unserviceable items? Special Duty officer		
	(2)	If appropriate, are damages collected?	✓ Yes	□No
k.	Are	vacation slots consistent with Area operational needs?	✓ Yes	□No
l.	Is th	e squad club in compliance with departmental policy and other mandated requirements concerning rds and accountability?	✓ Yes	□No
m.	ls th	ere a system in place to ensure accountability for directives?	✓ Yes	□ No
	(1)	How are employees returning from extended absences provided updated information from directives?	Officers are ass	signed to an
		FTO, beat officer and are required to review the Area's SOP and briefing items.		
-				
-				

TATE OF CALIFORNIA

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

n,	Wh	no is responsible for the review of reports submitted by field officers? Supervisors and Managers		
_	(1)	Are supervisors made aware of superior or deficient reports?	√ Yes	□No
		(a) How is this accomplished? By initial review, staff meetings		
0.	Do	es Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1)	Are these controls effective?	✓ Yes	□No
	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□ No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4)	Who may authorize overtime? Supervisors/Managers		
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□ No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7)	Who maintains court and subpoena logs? Elise Cano, OSSI Trevor		
	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No
****	==	(a) Is CTO held within proper limits?	✓ Yes	□No
	v=+	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
		(d) Is the MAR signed by the commander?	☐ Yes	✓ No

uring the inspection, the Injury and Illness Prevention Program and the Emergency Action Plan were reviewed. Refer to Item #2 and em #3 for information.

Santa Cruz Area Management Evaluation Chapter 2, Area procedures and local orders Page #1

On August 27, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Santa Cruz Area's SOP was found to be on-line for the entire command to review. Updates for the SOP are sent to each employee via e-mail and briefed during shift changes.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, E-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Monterey Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly with no omissions.
- e. A check on the Area's secondary employment listing revealed the Area is in compliance per HPM 10.3
- g. The Area follows proper policy and procedure related to ambulance/tow truck inspections. A review of the tow complaints noted the tow officer had properly documented each case.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Ventura Area ensures that CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) Commander to ensure the MAR is signed on a monthly basis. Refer to item #1.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted the Area's IIPP requires updates. The Area's 2005 goals along with the 2006 Area minutes appear to be the last updates. The Area has a comprehensive program within the IIPP and the EAP, but the IIPP binder is missing the Department programs per HPM 10.3, Chapter 7. Five employee's personnel folders were checked for the CHP 712A form (review of the IIPP) (per CHP 137C) yielded only one expired CHP 712A. Out of 5 uniformed and non-uniformed personnel, asked about the IIPP, it was noted none were aware of the program and the contents of the IIPP binder. **Refer to Item #2.**

Upon inspection of the Area's Emergency Action Plan (EAP), it was found the Area's emergency response personnel contact listing located in 1-B-1, 1-C-1 required updates. A random check of CHP 712 (review of EAP) was checked in the employee's field folder. Only 2 CHP 712's were located in the field folders. **Refer to Item #3.**

TATE OF CALIFORNIA
EPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

:HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
725	Coastal	
EVALUATED 8Y		DATE
Field Operation	ons Unit	08/13/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer advidual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PPE OF EVALUATION ☑ Formal Evaluation ☐ Ir	nformal Evaluation	SUSPENSE DATE			
OLLOW-UP REQUIRED ✓ Yes □ No	☐ Correction Report	COMMANDER'S REV	EW	DATE	
. AREA STANDARD OPERA	TING PROCEDURES (SOP)	EVALUATED YES	ACTION REQUIRED NO	CORRECTED)
a. Does SOP contain only lo	ocal procedures essential to Area?			Yes	☑ No
b. Conflicts between Divisio	n SOP and Area SOP?			☐ Yes	☑ No
c. SOP available for review	?			✓ Yes	□No
(1) Is it current?				✓ Yes	□No
(2) Are orders necessary	/?			✓ Yes	□No
(3) Does SOP provide re	eference to, yet avoid duplication o	f departmental policy	?	✓ Yes	□No
(4) Conflict between SO	P and departmental policy?			☐Yes	☑ No
(5) Orders clear and con	cise?		-		□No
(6) Is table of contents c	urrent/effective?			√ Yes	□No
(7) Logical division of ma	aterial?			✓ Yes	□No
(8) What system is used	to assure each Area employee ha	s read SOP? THE	AREA SOP HAS BEEN CU	RRENTLY I	REVISED
(9) Effective numbering a	and index system?		CHANGE AND THE STREET, THE STR	✓ Yes	□No
- Maria Maria	utilized in place of individual name	es?		☐ Yes	✓ No
(11) How are SOPs distrib	outed? SOP IS LOCATED IN A	BINDER ACCESSI	BLE TO ALL EMPLOYEE'	S.	
(a) Are they readily				✓ Yes	□No
(12) Who is responsible fo	r review/revision? AREA MANA	GEMENT IS CURR	ENTLY RESPONSIBLE FO	OR THE REV	TEW/
REVISION OF THE	SOP				
(13) How often is SOP rev	iewed/updated? AREA SOP H	AS RECENTLY BEE	EN UPDATED		
(a) Is a suspense sy	stem in place?			✓ Yes	□No

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

LOCAL DIRECTIVES		EVALUATED	ACTION REQUIRED	CORRECTE	D
a. Other methods utilized by commar	oder to provide written instruct	YES	nnel? COMMANDER E	NSURES AL	LORDERS
ARE PROVIDED VIA BRIEIFNO					L ONDONS
LIMITED DUTY ASSIGNMENTS	G ITEM, E-MAIL OK FERSO	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	0
Are commander and staff aware of Chapter 8, relating to limited duty?		and Illness Case N	Management Manual,	✓ Yes	□No
b. What types of duties are assigned	to those on limited duty? DF	ESK RELATED D	UTIES		
and the same and t	Fuelta della statua O				en e
c. How many employees are currently	y on limited duty status?	EVALUATED	ACTION REQUIRED	CORRECTE	D
OTHER PROCEDURES	· · · · · · · · · · · · · · · · · · ·	YES			
a. What methods does Area use to re	port highway defects? CON	TACT DISPATCI	H IMMEDIATELY. ENG	INEERING I	SSUES
REQUIRE MEMORANDUM TO	COMMANDER.				
b. Are Area personnel aware of proce	edures in HPM 10.4, Citizens'	Complaint Investig	ations Manual?	✓ Yes	□No
(1) What procedure is followed for	receiving citizen's complaints	? AREA SERGE	EANTS ACCEPT COMPL	AINTS, CON	MPLETE
CHP 240B.					
(2) Is there a system to identify co	mplaint-generating behavior?			✓ Yes	□No
(3) Are complaints classified prope	erly?			✓ Yes	□No
(4) What are the most common err	rors in complaint investigation	s? DATES NOT	COMPLETED ON CHP 2	40 SHEETS.	
444501444					
c. What procedure is in place to handle	le traffic complaints? AREA	GENERATED FO	RM.		
d. How are employee absences report	ted/verified? SUPERVISOR	CONTACTS EMP	LOYEE TO VERIFY AB	SENCE.	
e. Is there a central listing of employee	es with approved secondary e	mployment reques	ts?	✓ Yes	□No
(1) Are supervisors aware of regula	ations in HPM 10.3, Personne	l Transactions Mar	nual, Chapter 14?	✓ Yes	□ No
f. How are cameras assigned? BY SF	HIFTS		***************************************		
*****				-1500-	

PARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

17 4	1000	(Rev. 8-07) OPI 009		
	(1)	What type(s) of cameras are used? DIGITAL	- T	
	(2)	Are photos in file of good quality?	✓ Yes	□No
1	(2)		<u> </u>	
g.		o is responsible for ambulance/tow truck inspections? OFFICER K. SAKAMOTO		
	(1)	Are inspections up-to-date?	✓ Yes	□No
	(2)	Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□No
-	(3)	Are random inspections conducted?	✓ Yes	□No
	(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No
	(5)	How are officers and communications operators advised of tow trucks/ambulances that are removed from service? LETTER IS PREPARED FROM THE COMMANDER ADDRESSING THE IS	SUE PER THE	TSA
		AGREEMENT.		
٦,	ls th	nere security for Area personnel rosters?	✓ Yes	
	(1)	What is Area policy regarding the release of personal telephone numbers and addresses? MONHTL	Y UPDATES	
#### G Z=		DISTRIBUTED TO SUPERVISORS/MANAGEMENT. E-MAILED TO EMPLOYEE'S		
-	(2)	Who regularly receives Area rosters? EMPLOYEE'S OF COMMAND AND MCC		**********
44	Has	the Area established proper employer/employee relations?	✓ Yes	☐ No
	(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□ No
	(2)	Is there a bulletin board for employee association items?	✓ Yes	☐ No
	Are o	damaged uniform articles inspected and repaired/replaced?	✓ Yes	□No
-	(1)	Who coordinates inspection and/or disposal of unserviceable items? AREA SERGEANT		
29	(2)	If appropriate, are damages collected?	✓ Yes	☐ No
	Are	vacation slots consistent with Area operational needs?	✓ Yes	□No
		e squad club in compliance with departmental policy and other mandated requirements concerning ords and accountability?	✓ Yes	□No
٦.	Is th	ere a system in place to ensure accountability for directives?	✓ Yes	□No
-++	(1)	How are employees returning from extended absences provided updated information from directives?	EMPLOYEE E	REPORTS
		TO SERGEANT. ASSIGNED TO SPECIFIC TRAINING.		
***	-11122-7-7-7			

TATE OF CALIFORNIA
EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

n.	Wł	no is responsible for the review of reports submitted by field officers? SUPERVISORS		
	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
		(a) How is this accomplished? AREA SUPERVISORS ARE THE PRIMARY REVIEWERS		
				-
0.	Do	es Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1)	Are these controls effective?	✓ Yes	□No
1444	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4)	Who may authorize overtime? SERGEANTS/MANAGEMENT		
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7)	Who maintains court and subpoena logs? OSSI, ROBERTA SCHMIDT		
30-18,800.800	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No
100		(a) Is CTO held within proper limits?	✓ Yes	□No
,,,,,,,		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	☑ Yes	□No
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
		(d) Is the MAR signed by the commander?	✓ Yes	□No
efer	10 na	arrative: During the inspection, the Injury and Illness Protection Plan (IIPP), Emergency Operation Plan (EO	P) and th	e Emergency
ctio	ı Pla	n (EAP) were inspected.		
was	four	nd that the HPP requires updates. It was found the HPP was last updated in 1995. 9 uniformed and non-unifo	rmed per	sonnel were
illed	as to	their knowledge of the IIPP. Only 2 personnel were able to identify the IIPP and its contents.		
efei	to li	em #1),		
pon	furth	er review, it was noted the Area's EAP required update to the emergency contacts. The last revision noted was	as 01/05.	

Destroy Previous Editions

tefer to Item #2).

Hollister-Gilroy Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On August 13, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Hollister-Gilroy Area's SOP was found to of been completely revised at the time of this inspection. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Monterey Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area follows proper policy and procedure related to ambulance/tow truck inspections. A review of the tow complaints noted the tow officer had properly documented each case.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Hollister-Gilroy Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) Commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted the last update was in 1995 and the majority of the entries required to be revised. Out of 9 uniformed and non-uniformed personnel, asked about the IIPP, it was noted only 2 were aware of the program and contents of the binder.

Upon inspection of the Area's Emergency Action Plan (EAP), it was found the Area's emergency response personnel contact listing required updating.

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EPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

:HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
GILROY I.F726	COASTAL	
EVALUATED BY		DATE
FIELD OPERATION	NS UNIT	08/13/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer adividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		UATION	perior perior, and the cappioners	SUSPENSE DATE			
) F	ormal	Evaluation [Informal Evaluation				
	v-up Ri 'es	EQUIRED No	☐ Correction Report	COMMANDER'S REVI	EW	DATE	
ΑF	REA S	STANDARD OPE	RATING PROCEDURES (SOP)	EVALUATED ACTION REQUIRED YES NO		CORRECTED	
а.	Doe	s SOP contain on	ly local procedures essential to Area?			✓ Yes	□No
b.	Con	flicts between Div	vision SOP and Area SOP?			✓ Yes	□No
c.	SOF	available for revi	iew?		(1311-811	✓ Yes	□No
	(1)	Is it current?	MI CAN ACTION			✓ Yes	□No
	(2)	Are orders neces	sary?			✓ Yes	□No
	(3)	Does SOP provid	le reference to, yet avoid duplication of	departmental policy?	?	✓ Yes	☐ No
7	(4)	Conflict between	SOP and departmental policy?			✓ Yes	□No
	(5)	Orders clear and	concișe?			✓ Yes	□No
	(6)	Is table of conten	ts current/effective?			✓ Yes	□No
1777	(7)	Logical division o	f material?			✓ Yes	□No
	(8) What system is used to assure each Area employee has read SOP? SOP IS HAS BEEN TOTALLY R					EVISED, AN	D IS
		ACCESSIBLE T	O EACH EMPLOYEE VIA AREA LA	AN SYSTEM.			
	(9)	Effective numberi	ng and index system?			✓ Yes	□No
	(10)	Position description	ons utilized in place of individual names	3?		✓ Yes	□No
	(11)	How are SOPs di	stributed? SOP IS ON-LINE FOR EA	CH EMPLOYEE'S	REVIEW		
		(a) Are they read	dily available?			✓ Yes	□No
	(12) \	Who is responsibl	e for review/revision? MANAGEMEN	NT AND SUPERVIS	SORS		
	(13) F	How often is SOP	reviewed/updated? AS NEEDED.	SOP HAS RECENT	LY BEEN UPDATED		
	((a) Is a suspenso	e system in place?			✓ Yes	□No

PARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

LOCAL DIRECTIVES	YES	NO NO	CORRECTED	
a. Other methods utilized by commander to provide w	vritten instructions to Area perso	nnel? E-MAIL, BRIEFII	NG ITEMS	
LIMITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	
Are commander and staff aware of contents of HPI Chapter 8, relating to limited duty?	M 10.7, Injury and Illness Case I	Management Manual,	✓ Yes	□No
b. What types of duties are assigned to those on limit	ed duty? CLERICAL TYPE I	DUTIES		
c. How many employees are currently on limited duty	status? CVIS			
OTHER PROCEDURES	YES	ACTION REQUIRED NO	CORRECTED)
a. What methods does Area use to report highway de	efects? N/A. ANY CALLS TO	THE FACILITY ARE T	RANSFERRE	ED EITHER
TO THE HOLLISTER-GILRY OFFICE OR MO	NTEREY COMMUNICATION	S CENTER.		
Are Area personnel aware of procedures in HPM 1	0.4, Citizens' Complaint Investig	ations Manual?	✓ Yes	□No
(1) What procedure is followed for receiving citizen	n's complaints? AREA SUPF	ERVISORS RECEIVE TH	E COMPALI	NTS AND
UPDATE THE CHP 240 LOG.				
(2) Is there a system to identify complaint-generat	ing behavior?		✓ Yes	☐ No
(3) Are complaints classified properly?			✓ Yes	☐ No
(4) What are the most common errors in complain	t investigations? NONE IDEN'	rified		
c. What procedure is in place to handle traffic compla	ints? TRAFFIC COMPLAIN	TS ARE LOGGED BY A	n area coi	MPLAINT
LOG AND ASSIGNED TO AN OFFICER OR TE	RANSFERRED TO THE APPR	OPRIATE AREA OFFIC	Е.	
d. How are employee absences reported/verified? AI	BSENCES ARE FOLLOWED	JP BY A SUPERVISOR.		
e. Is there a central listing of employees with approve	d secondary employment reque	sts?	✓ Yes	□No
(1) Are supervisors aware of regulations in HPM 1			✓ Yes	 □ No
How are cameras assigned? ASSIGNED TO FAC				

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

REA PROCEDURES AND LOCAL ORDERS HP 453B (Rev. 8-07) OPI 009 (1) What type(s) of cameras are used? AREA HAS I DIGITAL CAMERA ☐ No ✓ Yes (2) Are photos in file of good quality? g. Who is responsible for ambulance/tow truck inspections? NONE ASSIGNED. ☐ No Yes (1) Are inspections up-to-date? ☐ No (2) Is the responsible employee knowledgeable of applicable policies and regulations? ☐ Yes Yes ☐ No (3) Are random inspections conducted? □ No Yes (4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7? (5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? □No √ Yes h. Is there security for Area personnel rosters? (1) What is Area policy regarding the release of personal telephone numbers and addresses? EVERY MONTH THE INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS AND SPECIAL DUTY STAFF WITH A COPY TO THE MONTEREY DISPATCH AND COASTAL DIVISION. (2) Who regularly receives Area rosters? REFER TO ABOVE. □ No ✓ Yes i. Has the Area established proper employer/employee relations? ✓ Yes ☐ No Does commander show a personal interest in dealing with employee representatives? (1) ☐ No ✓ Yes (2) Is there a bulletin board for employee association items? □ No ✓ Yes j. Are damaged uniform articles inspected and repaired/replaced? (1) Who coordinates inspection and/or disposal of unserviceable items? SPECIAL DUTY Yes ☐ No (2) If appropriate, are damages collected? ☐ No ✓ Yes k. Are vacation slots consistent with Area operational needs? Is the squad club in compliance with departmental policy and other mandated requirements concerning ☐ Yes No records and accountability? √ Yes ☐ No m. Is there a system in place to ensure accountability for directives? (1) How are employees returning from extended absences provided updated information from directives? EMPLOYEE'S ARE DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASSIGNED TO ANOTHER OFFICER FOR UPDATED TRAINING.

TATE OF CALIFORNIA
IEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

n.	Wh	o is responsible for the review of reports submitted by field officers? AREA SUPERVISORS	=:	
	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
		(a) How is this accomplished? STAFF MEETINGS		
),	Doe	es Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1)	Are these controls effective?	√ Yes	□No
	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4)	Who may authorize overtime? MANAGER/SUPERVISOR/OIC		
0 100	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	Yes	□No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
_	(7)	Who maintains court and subpoena logs? OFFICE ASSISTANT		
=	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No
100		(a) Is CTO held within proper limits?	✓ Yes	□No
CIA CO		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
		(d) Is the MAR signed by the commander?	✓ Yes	☐ No

PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (HPP) AND HE EMERGENCY ACTION PLAN (EAP).

PON REVIEW. IT WAS FOUND THE IIPP REQUIRED UPDATING. SPECIFICALLY, THE ADDITION OF THE 2008 CCUPATIONAL SAFETY COMMITTEE MEMBERS, AND THE CHP 113A INSPECTION SHEET. ADDITIONALLY, EMPLOYEE'S WERE ASKED OF THERE KNOWLEDGE OF THE IIPP, WHICH ONLY 2 EMPLOYEE'S WERE AWARE OF THE ROGRAM. REFER TO ITEM 1.

ILRO INSPECTION FACILITIES EAP WAS REVIEWED AND FOUND TO BE CURRENT.

Gilroy Inspection Facility Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On August 13, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Gilroy Inspection Facility Area's SOP was found to have been completely revised at the time of this inspection. The revision was pending the commanders' approval. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Monterey Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Due to the Area's primary focus as a commercial inspection facility, no participation in the tow truck agreement (TSA) is required. Those duties are assumed by the Hollister-Gilroy Area.

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Gilroy Inspection Facility ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted that updates were required. Out of 4 uniformed and non-uniformed personnel, asked about the IIPP, it was noted only 2 were aware of the program and contents of the binder.

Upon inspection of the Area's Emergency Action Plan (EAP), it was found to be current.

TATE OF CALIFORNIA
EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
MONTEREY	COASTAL	
EVALUATED BY		DATE
FIELD OPERATION	ONS UNIT	09/22/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer adividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

⟨PE OF EVALUATION SUSPENSE DATE ✓ Formal Evaluation Informal Evaluation						
TEOW-UP REQUI	red] No	☐ Correction Report	COMMANDER'S REVIE	W	DATE	
. AREA STA	NDARD OPERATIN	IG PROCEDURES (SOP)	EVALUATED YES	ACTION REQUIRED NO	CORRECTED)
a. Does S	OP contain only loca	I procedures essential to Area?			✓ Yes	□No
b. Conflict	s between Division S	SOP and Area SOP?			☐Yes	☑ No
c. SOP av	ailable for review?		4,45,44		✓ Yes	□No
(1) Is it	t current?				✓ Yes	□No
(2) Are	orders necessary?				✓ Yes	□No
(3) Do	es SOP provide refer	ence to, yet avoid duplication of	departmental policy?		✓ Yes	□No
(4) Cor	nflict between SOP a	nd departmental policy?			✓ Yes	□No
(5) Ord	lers clear and concis	e?			✓ Yes	□No
(6) Is ta	able of contents curre	ent/effective?			✓ Yes	□No
(7) Log	ical division of mater	rial?			✓ Yes	□No
(8) Wh	at system is used to	assure each Area employee has	s read SOP? ALL-E	EMPLOYEES ARE REQUI	RED TO RE	VIEW THE
SO	P. ALL UPDATES A	ARE BRIEFED				
(9) Effe	ective numbering and	I index system?			✓ Yes	□No
(10) Pos	ition descriptions util	ized in place of individual name:	s?		✓ Yes	□No
(11) Hov	v are SOPs distribute	ed? SOP IS LOCATED ON L	INE, BRIEFING RO	OM AND IN THE COMMA	ANDE LIBR.	ΛRY
(a)	Are they readily ava	ailable?			✓ Yes	□No
(12) Who	is responsible for re	eview/revision? SGT. C. CHU	RCHFIELD REVIE	WS THE SOP ON A QUAF	TERLY BA	SIS AND
UPI	DATES AS NEEDE	D.				
				-32-11		
(13) How	often is SOP review	/ed/updated? AS NEEDED				
	<u> </u>					
(a)	ls a suspense syste	m in place?			✓ Yes	□No
		3.				

TATE OF CALIFORNIA

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

f.	How are cameras assigned? CAMERA'S ARE ASSIGNED TO	INDIVIDUAL OFFIC	ERS		
	(1) Are supervisors aware of regulations in HPM 10.3, Personne	l Transactions Manual,	Chapter 14?	✓ Yes	□ No
e.	Is there a central listing of employees with approved secondary e	mployment requests?		✓ Yes	□No

	AVAILABLE AT THE TIME. A FOLLOW UP CALL IS GEN	ERATED TO VERIFY	THE ABSENCE.		
d.	How are employee absences reported/verified? SUPERVISOR	IS CONTACTED BY	EMPLOYEE. IF NO S	UPERVIS	OR
	COMPLETED AND FORWARDED TO THE SHIFT SUT, FO	KTOLLOW OF.			
C.	What procedure is in place to handle traffic complaints? AREA I COMPLETED AND FORWARDED TO THE SHIFT SGT. FO		LOCAL GENERATED	FORM, W	HICH IS
	PROOFREADING.				
lipery (in	(4) What are the most common errors in complaint investigation	s? AREA DESCRIBES	THE MOST COMMO	N ERROF	R IS
57.0	(3) Are complaints classified properly?			√ Yes	□No
	(2) Is there a system to identify complaint-generating behavior?	111111111111111111111111111111111111111		✓ Yes	□No
*****	COMPLAINT TO A SERGEANT, WHO COMPLETES TI	HE REQUIRED DOCU	MENTATION		
	(1) What procedure is followed for receiving citizen's complaints	? AREA LIEUTENAI	NTS ARE ADVISED A	ND ASSI	ON THE
b.	Are Area personnel aware of procedures in HPM 10.4, Citizens' (Complaint Investigations	Manual?	✓ Yes	□No
	CONTACTS THE APPROPRIATE AGENCY.				
а.	What methods does Area use to report highway defects? MON	TEREY DISPATCH IS		VISED AN	ID
0	THER PROCEDURES	YES	ACTION REQUIRED YES	CORRECTED)
c.	How many employees are currently on limited duty status? 0				
b.	What types of duties are assigned to those on limited duty? FR	ONT DESK, ANSWER	ING TELEPHONES, N	IISC. FILI	NG
а.	Are commander and staff aware of contents of HPM 10.7, Injury Chapter 8, relating to limited duty?	and Illness Case Manag	ement Manual,	✓ Yes	□No
LI	IMITED DUTY ASSIGNMENTS	YES	NO REQUIRED	CORRECTED	
	BOARDS.			HODDEGTER	
а.	Other methods utilized by commander to provide written instructi	ons to Area personnel?	BRIEFING ITEMS, E-	MAILS, B	ULLETIN
L	OCAL DIRECTIVES	YES	NO		

PARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

	(1) What type(s) of cameras are used? DIGITAL		
	(2) Are photos in file of good quality?	✓ Yes	□No
g.	Who is responsible for ambulance/tow truck inspections? OFF, LEHMAN		
	(1) Are inspections up-to-date?	✓ Yes	□No
	(2) Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□No
	(3) Are random inspections conducted?	✓ Yes	□No
	(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No
	(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER LEHMAN PREPARES A BRIEIFNG ITEM WHICH IS FORWAR	DED TO THE M	10NTERF
	COMMUNICATIONS CENTER SUPERVISOR,		m+ n
٦.	Is there security for Area personnel rosters?	✓ Yes	□No
•	(1) What is Area policy regarding the release of personal telephone numbers and addresses? AREA RO	OSTERS ARE N	TO
	RELEASED TO ANY PARTY WITH THE EXCEPTION OF THE AREA PERSONNEL AND CO.	ASTAL DIVISIO	ON.
-	(2) Who regularly receives Area rosters? SUPERVISORS, MANAGEMENT, DIVISION		
	Has the Area established proper employer/employee relations?	✓ Yes	□No
	(1) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No
	(2) Is there a bulletin board for employee association items?	✓ Yes	□No
-	Are damaged uniform articles inspected and repaired/replaced?		□No
	(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER CARBONEL		
20	(2) If appropriate, are damages collected?	✓ Yes	□No
_	Are vacation slots consistent with Area operational needs?		□No
	Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?	✓ Yes	□No
١.	Is there a system in place to ensure accountability for directives?	✓ Yes	□No
	(1) How are employees returning from extended absences provided updated information from directives?	DEPENDING	ON THE
	LENGTH OF LEAVE, THE OFFICER IS ASSIGNED TO AN FTO, QUALIFIES AT THE RANGE	E, CERTIFY'S C	ST/PMA,

REA MANAGEMENT EVALUATION

IREA PROCEDURES AND LOCAL ORDERS

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n.	Wh	no is responsible for the review of reports submitted by field officers? AREA SUPERVISORS		
-	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
	91114	(a) How is this accomplished? STAFF MEETINGS, CONTACT WITH OTHER SUPERVISORS/MAN	AGEMEN	VT'
0.	Do	es Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1)	Are these controls effective?	√ Yes	□No
37-11C	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	√ Yes	□No
-	(4)	Who may authorize overtime? AREA SUPERVISORS/MANAGEMENT		
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
-1	(7)	Who maintains court and subpoena logs? CORA WELLS, OA		
	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No
		(a) Is CTO held within proper limits?	✓ Yes	□No
		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
		(d) Is the MAR signed by the commander?	✓ Yes	□No
URI	NG	THE INSPECTION. THE INJURY AND ILLNESS PROTECTION PLAN (IIPP), EMERGENCY OPERT	AION PLA	AN (EOP).
ND	THE	EEMERGENCY ACTION PLAN (EAP) WERE INSPECTED AND FOUND TO BE IN COMPLIANCE V	WITH DEI	PARTMENT
OLI	CY.	ALL EMPLOYEE'S ASKED ABOUT THESE PLANS WERE ABLE TO PROVIDE SPECIFIC KNOWL	EDGE OF	EACH
LAN	l.			

Destroy Previous Editions

Monterey Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On September 22, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Monterey Area's SOP was found to have been completely revised at the time of this inspection and available for each employee's review either on-line or binders. Updates for the SOP are briefed during shift changes and e-mailed to all employees. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log and the CHP 240 Complaint Investigation face sheets had omissions and incorrect data. **Refer to Item #1.**
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area conforms to departmental policy relating to the inspections of tow trucks/ambulances and assures each required company conforms to the provisions of the tow truck agreement (TSA).

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Monterey Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) and the Emergency Action Plan (EAP) and the Emergency Operations Plan (EOP). It was found all program plans were up to date and contained the required information. Five employees were asked as to there specific knowledge of all programs. All five employees were able to explain each program.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

∩HP 453B (Rev. 8-07) (OPI (009
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AREA	DIVISION	NUMBER
SAN LUIS OBISPO	COASTAL	
EVALUATED BY		DATE
FIELD OPERATION	S UNIT	11/17/2008

"INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		SUSPENSE DATE Il Evaluation		
	ow-up f	Correction Report No BY	DATE Z/z	7/08
. /	REA	STANDARD OPERATING PROCEDURES (SOP) YES ACTION REQUIRED YES	CORRECTE	
а	. Doe	es SOP contain only local procedures essential to Area?	✓ Yes	□ No
b	. Cor	nflicts between Division SOP and Area SOP?	☐ Yes	☑ No
С	. so	P available for review?	☑ Yes	□ No
	(1)	Is it current?	☐ Yes	☑ No
	(2)	Are orders necessary?	☑ Yes	□No
	(3)	Does SOP provide reference to, yet avoid duplication of departmental policy?	☑ Yes	□No
	(4)	Conflict between SOP and departmental policy?	✓ Yes	□No
	(5)	Orders clear and concise?	✓ Yes	□ No
	(6)	Is table of contents current/effective?	✓ Yes	□ No
	(7)	Logical division of material?	✓ Yes	☐ No
	(8)	What system is used to assure each Area employee has read SOP? NEW EMPLOYEE'S REQUIRED	TO READ T	HE SOP,
		WITH UPDATES DURING BRIEFING		
	(9)	Effective numbering and index system?	☑ Yes	□ No
	(10)	Position descriptions utilized in place of individual names?	☑ Yes	□ No
	(11)	How are SOPs distributed? BOTH ON-LINE AND AREA BINDERS.		
_		(a) Are they readily available?		
	(12)		✓ Yes	□ No
	(12)	Who is responsible for review/revision? CAPTAIN VAIL		
_	(13)	How often is SOP reviewed/updated? SOP IS UPDATED AS REQUIRED.		
		(a) Is a suspense system in place?	✓ Yes	□No

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

)=	400B (Nev. 0-07) Ci 1 000	EVALUATED	ACTION REQUIRED	CORRECTED)
. L	OCAL DIRECTIVES	YES	, NO	49	
а	. Other methods utilized by commander to provide written ins	structions to Area perso	onnel? BRIEFING ITEM	S	
. L	IMITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED NO	CORRECTED)
а	. Are commander and staff aware of contents of HPM 10.7, In Chapter 8, relating to limited duty?	njury and Illness Case	Management Manual,	✓ Yes	□No
b	What types of duties are assigned to those on limited duty?	COURT DEPOSITI	ON FILING, DIAGRAMS	, MISC. ADM	IIN
C	How many employees are currently on limited duty status?	1			
C	THER PROCEDURES	YES YES	NO NO	CORRECTED)
а	What methods does Area use to report highway defects?	CONTACT SAN LUI	S OBISPO COMMUNICA	TIONS CENT	TER WHO
	WILL ADVISE THE PROPER AGENCY TO RESPOND				
b	. Are Area personnel aware of procedures in HPM 10.4, Citiz	ens' Complaint Investi	gations Manual?	✓ Yes	□ No
	(1) What procedure is followed for receiving citizen's comp	laints? SGTS ACCE	PT COMPLAINT, PREPA	RE CHP 240	B, LT.
	APPROVES COMPLAINT LETTER, OSSI ISSUES	COMPLAINT NUME	BER ON LOG		
ì	(2) Is there a system to identify complaint-generating beha	vior?		✓ Yes	□No
	(3) Are complaints classified properly?			1 Yes	☑No
	(4) What are the most common errors in complaint investig	ations?			
с.	What procedure is in place to handle traffic complaints?				
d.	How are employee absences reported/verified? CALLS GO SUPERVISOR WILL FOLLOWUP WITH CONTACT.	O TO SUPERVISOR,	LOGGED ON MASTER S	SCHEDULE.	
е.	Is there a central listing of employees with approved second (1) Are supervisors aware of regulations in HPM 10.3, Pers			✓ Yes	□ No
f.	How are cameras assigned? CAMERA ASSIGNED AT				

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

1-				
10/	(1)	What type(s) of cameras are used? DIGITAL		
	(2)	Are photos in file of good quality?	✓ Yes	□ No
g	. Wł	to is responsible for ambulance/tow truck inspections? OFFICER		
	(1)	Are inspections up-to-date?	✓ Yes	□No
	(2)	Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□No
	(3)	Are random inspections conducted?	✓ Yes	□No
	(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No
	(5)	How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER PREPARES BRIEFING ITEM AND FORWARDS THE INFORMATION	N TO THE	SAN LUIS
		OBISPO COMMUNICATIONS CENTER		
h.	ls ti	nere security for Area personnel rosters?	✓ Yes	□No
	(1)	What is Area policy regarding the release of personal telephone numbers and addresses? NOT RELEAS	ED, ROST	ER IS
V.		PROVIDED TO DIVISION AND IS ON-LINE FOR THE EMPLOYEE'S.		
1				
	(2)	Who regularly receives Area rosters? DIVISION, MANAGEMENT		
í.	Has	the Area established proper employer/employee relations?	✓ Yes	□No
	(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No
	(2)	Is there a bulletin board for employee association items?	✓ Yes	□No
j.	Are	damaged uniform articles inspected and repaired/replaced?	✓ Yes	□No
	(1)	Who coordinates inspection and/or disposal of unserviceable items? OFFICER		
	(2)	If appropriate, are damages collected?	✓ Yes	□No
k.	Are	vacation slots consistent with Area operational needs?	✓ Yes	□No
I.	Is th	e squad club in compliance with departmental policy and other mandated requirements concerning rds and accountability?	✓ Yes	□No
m.	Is th	ere a system in place to ensure accountability for directives?	✓ Yes	□No
	(1)	How are employees returning from extended absences provided updated information from directives? OF	FICERS A	RE
		REQUIRED TO REVIEW THE AREA SOP, QUALIFY AT THE RANGE, OST/PMA CERTIFICATION	, PLACEI	WITH AN
\ \		FTO IF APPLICABLE.		
)				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

IP 453B (Rev. 8-07) OPI 009

1P 453B (Rev. 8-07) OPI 009					
n.	Wr	Who is responsible for the review of reports submitted by field officers? SGT'S AND COMMANDER			
	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No	
	(' '	(a) How is this accomplished? PERSONAL CONTACT, STAFF MEETINGS			
0.	Do	es Area have written guidelines for overtime usage and control?	✓ Yes	□ No	
	(1)	Are these controls effective?	√ Yes	□ No	
	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No	
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No	
	(4)	Who may authorize overtime? SGT'S AND MANAGEMENT			
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No	
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No	
	(7)	Who maintains court and subpoena logs? OA			
	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No	
)		(a) Is CTO held within proper limits?	✓ Yes	□ No	
		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No	
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No	
		(d) Is the MAR signed by the commander?	✓ Yes	□No	
AN E	LEM	IENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVEN	TION PLA	AN (IIPP)	

AN ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP).

COMMAND:	DIVISION:	CHAPTER:
San Luis Obispo	Coastal	2 Procedures/Orders
INSPECTED BY:		DATE:
Dabbs, Gomez, an	d Neumann	11/17/2008

INSPECTORS' FINDINGS

1. AREA STANDARD OPERATING PROCEDURES (SOP):

- a. The last revision to Area SOP was August 2005. Although Area is better suited to determine all necessary updates, the following were noted:
 - i. Chapter 13, Cellular Telephone Use Policy, was in conflict with GO 100.95 issued in October 2007 (**Item 1**).
 - ii. Chapter 26 and Annex 26-A, Death of Individuals In-Custody, references the CHP 104, a form no longer in use. Revised policy is contained in GO 110.9 issued October 2006. The CHP 104 was replaced by the BCIA 713 and the CJ-11A which are both available in FormFlow (Item 2).
 - iii. Chapter 32, Mentally Disturbed Persons, references the MH 1533, a form no longer in use. The current form is the MH 302 which can be obtained at http://www.dmh.ca.gov/News/Publications/Forms/docs/MH302.pdf (Item 3).

2. LOCAL DIRECTIVES:

a. Unremarkable

3. LIMITED DUTY ASSIGNMENTS:

a. Unremarkable

4. OTHER PROCEDURES:

- a. A review of the Area's 2008 CHP 240A, Complaint Control Log, revealed that the Department of Justice coding was missing on three complaints and the Category on one (Item 4).
- b. Although not specifically listed on the evaluation checklist, items pertaining to occupational safety were also reviewed.
 - i. The most current memorandum listing Command Occupational Safety Committee (COSC) members was dated November 2005. Many of the persons listed are no longer assigned to the Area (Item 5).
 - ii. The last COSC quarterly meeting minutes were from the fourth quarter of 2005 (Item 6).
 - iii. The last CHP 113A, Safety Inspection Checklist, on file was completed in July 2002 (Item 7).

COMMAND:	DIVISION:	CHAPTER:
San Luis Obispo	Coastal	2 Procedures/Orders
INSPECTED BY:		DATE:
Dabbs, Gomez, an	d Neumann	11/17/2008

- iv. A random check of five personnel folders found that four held CHP 712, *Employee Emergency Action Plan Review*, with current review dates. The fifth had not been reviewed since 2003.
- v. A check of these same personnel folders found that only one held a CHP 712A, *Injury and Illness Prevention Program Orientation and Review*, with a current review date. The remaining four had no 712A in their folder.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

COMMAND: San Luis Obispo	DIVISION: Coastal	CHAPTER: 2 Procedures/Orders
INSPECTED BY:		DATE:
Dabbs, Gomez, an	d Neumann	11/17/2008

REQUIRED ACTION

- AREA STANDARD OPERATING PROCEDURES (SOP)
 - a. Area is encouraged to review its SOP to ensure all chapters are up to date. In particular, the three items addressed above required amendment.
- 2. LOCAL DIRECTIVES
 - a. None
- 3. LIMITED DUTY ASSIGNMENTS
 - a. None
- 4. OTHER PROCEDURES
 - a. Area shall update the SOSC membership memorandum in accordance with HPM 10.6, Chapter 2.
 - b. Area shall ensure quarterly COSC meetings occur and that meeting minutes are prepared in a timely manner in accordance with HPM 10.6, Chapter 2.
 - c. Area shall ensure that members of the COSC conduct semi-annual safety inspections and document their findings on the CHP 113A in accordance with HPM 10.6, Chapter 2.
 - d. Area shall establish a process that ensures the annual review of the Emergency Action Plan (EAP) by all personnel and that the review is properly documented on the CHP 712. The CHP 712 shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with HPM 100.70, Chapter 14.
 - e. Area shall establish a process that ensures the annual review of the Injury and Illness Prevention Program (IIPP) by all personnel and that the review is properly documented on the CHP 712A. The CHP 712A shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with the Department's IIPP, Chapter 3.

EAD INSPECTOR'S SIGNATURE	DATE
8. 2. Jugan	1/2/2009
SPONDING COMMANDER SIGNATURE	DATE
	2/27/09

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
Templeton (740)	Coastal	701
EVALUATED BY		DATE
S. Neumann		12/03/2008

TRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

SUSPENSE DATE			
COMMANDER'S REVIE	ew .	DATE	
EVALUATED	ACTION REQUIRED	CORRECTED	
T L S	1133	✓ Yes	☐ No
	107/107/00/2	√ Yes	☐ No
	L. Harding	✓ Yes	☐ No
	1	☑ Yes	☐ No
		√ Yes	☐ No
departmental policy?	A3039-4W1		No
doparational policy /	100		 No
			□ No
	aria di C		□ No
			☐ No
read SOP2 Cont	ained on annual review doo		
Tead SOF? Com	anied on annual review doc		
		☑ Yes	No
.?	414.0/4.1411	√ Yes	
10/11/3			
×0			
	10/14	☑ Yes	☐ No
ınson	11-36-6		
Commercial			
**********	F14741		
three revisions durin	g 2008		
		☑ Yes	
	commander's revie	COMMANDER'S REVIEW EVALUATED ACTION REQUIRED YES departmental policy? s read SOP? Contained on annual review documental street of the stree	EVALUATED YES EVALUATED YES YES YES

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

:					
	CAL DIRECTIVES	YES YES	NO REQUIRED	CORRECTED	
	a. Other methods utilized by commander to provide written instru	ctions to Area personn	el? Briefing item	18	
		T.	Control Manual Wood Co.		
3.	LIMITED DUTY ASSIGNMENTS	YES	NO REQUIRED	CORRECTED	
á	a. Are commander and staff aware of contents of HPM 10.7, Injur Chapter 8, relating to limited duty?	y and Iliness Case Mar	nagement Manual,	√ Yes	☐ No
t	. What types of duties are assigned to those on limited duty?	N/A	1000	J. 77 9 8 8 5	
	. How many employees are currently on limited duty status? Ze	ero	-XIIIP - 270V		
·. (THER PROCEDURES	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	
а	. What methods does Area use to report highway defects?	Advise sergeant, serge	ant advise commander		
h	Are Area personnel aware of procedures in HPM 10.4, Citizens	Complaint Investigation	no Monuel?	✓ Yes	No
b	(1) What procedure is followed for receiving citizen's complain			<u>V</u> 163	
	(1) What procedure is followed for receiving diazents complain	io: Telson forence	u to sergeunt	111000	
- -	(2) Is there a system to identify complaint-generating behavior	?		√ Yes	☐ No
	(3) Are complaints classified properly?			☑ Yes	☐ No
	(4) What are the most common errors in complaint investigation	ns? Complaints ap	pear thorough and con	nplete uponcur	sory review
	(4) What are the most common errors in complaint investigation. Complaint Log completed properly.	ns? Complaints ap	pear thorough and con	nplete uponcur	sory review
c.	Complaint Log completed properly.	ns? Complaints ap			70
c.	Complaint Log completed properly.				70
с.	Complaint Log completed properly. What procedure is in place to handle traffic complaints?				70
	Complaint Log completed properly. What procedure is in place to handle traffic complaints? distributed during Briefing, traffic complaint log maintained	Sergeant takes the call,	Area-specific form cor	mpleted and the	en
	Complaint Log completed properly. What procedure is in place to handle traffic complaints? distributed during Briefing, traffic complaint log maintained		Area-specific form cor	mpleted and the	en
	Complaint Log completed properly. What procedure is in place to handle traffic complaints? distributed during Briefing, traffic complaint log maintained How are employee absences reported/verified? Marked on	Sergeant takes the call,	Area-specific form cor	mpleted and the	en
d.	Complaint Log completed properly. What procedure is in place to handle traffic complaints? distributed during Briefing, traffic complaint log maintained How are employee absences reported/verified? Marked on	Sergeant takes the call,	Area-specific form cor	mpleted and the	en
	Complaint Log completed properly. What procedure is in place to handle traffic complaints? distributed during Briefing, traffic complaint log maintained How are employee absences reported/verified? Marked on the situation dictates.	Sergeant takes the call, n Daily Log. Master Sometimes of the call, mployment requests?	Area-specific form con	mpleted and the	en ollow-up as

STATE OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

	(2) To the o a particular board for only to you accordance from the first	☑ Yes	□ No
	(2) Is there a bulletin board for employee association items?		
	(1) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	 □ No
·	(2) Who regularly receives Area rosters? Updated online only Has the Area established proper employer/employee relations?	✓ Yes	No
	(O) M/In a production Assert (as O - M. L.		
	(1) What is Area policy regarding the release of personal telephone numbers and addresses? Do not r	elease	
ŀ	n. Is there security for Area personnel rosters?	☑ Yes	□ No

	(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Officer Fisher notified road patrol via Briefing Item and SLO CC also advised		
	(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	☑ Yes	☐ No
	(3) Are random inspections conducted?	☑ Yes	☐ No
	(2) Is the responsible employee knowledgeable of applicable policies and regulations?	√ Yes	☐ No
	(1) Are inspections up-to-date?	☑ Yes	☐ No
	g. Who is responsible for ambulance/tow truck inspections? Officer C. Fisher (tow only / no ambulance)		
7	(2) Are photos in file of good quality?	☑ Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS CHP 453B (Rev. 8-07) OPI 009

O 1 11	133B (1104: 0-01) OI 1 000		
4	Who is responsible for the review of reports submitted by field officers? Sergeants or AI Review	ew Officer, as applicable	
	(1) Are supervisors made aware of superior or deficient reports?	☑ Yes	☐ No
	(a) How is this accomplished? Sergeants review all arrest reports. AI Review Offier info	orms sergeants regarding	AI reports
	Does Area have written guidelines for overtime usage and control?	✓ Yes	□ No
0.		✓ Yes	□ No
		✓ Yes	No
	(2) Do overtime provisions comply with collective bargaining unit agreements?		□ No
	(3) Are CHP 415s, Daily Field Record, complete and accurate?		
	(4) Who may authorize overtime? Unable to access CARS to review A415s / Sergeants authorize	OT	
	(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely r	manner? 🔽 Yes	☐ No
	(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily F	Field Record? Yes	☐ No
	(7) Who maintains court and subpoena logs? Clerical		
	(8) Are local controls sufficient to properly manage overtime?	☑ Yes	☐ No
	(a) Is CTO held within proper limits?	☑ Yes	☐ No
=	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record	? 🗸 Yes	☐ No
	(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	☑ Yes	☐ No
	(d) Is the MAR signed by the commander?	✓ Yes	☐ No

COMMAND: Templeton	DIVISION: Coastal	CHAPTER: 2 Procedures
INSPECTED BY:		DATE:
Neumann		12/3/2008

INSPECTOR'S FINDINGS

1. AREA STANDARD OPERATING PROCEDURES (SOP):

- a. The Area's SOP showed three revisions during 2008, indicating the document was regularly reviewed and updated as necessary. Although Area is better suited to determine all necessary updates, the following were noted:
 - i. <u>Chapter 2, Page 4</u>, Overtime Policy, conflicts with policy provided in a Comm-Net dated 8/26/2008 at 0831 hours (**Item 1**). Likewise, the SOP provides separate considerations for Air Operations and Coastal Division personnel when both are assigned to Coastal Division and overtime is filled by a single coordinator. The Coastal Division Overtime Coordinator should be contacted in these instances.
 - ii. <u>Chapter 2, Page 20</u>, Evidence Procedures, conflicts with policy provided in a Comm-Net dated 9/18/2008 at 0840 hours (**Item 2**).
 - iii. Chapter 2, Page 32, In-Custody Deaths, references the CHP 104, a form no longer in use. Revised policy is contained in GO 110.9 issued October 2006. The CHP 104 was replaced by the BCIA 713 and the CJ-11A which are both available in FormFlow (Item 3).
 - iv. <u>Chapter 2, Page 33</u>, Mentally Disoriented Persons, it may be helpful to note that the form currently in use is the MH 302 which can be obtained at http://www.dmh.ca.gov/News/Publications/Forms/docs/MH302.pdf (Item 4).
 - v. <u>Chapter 5, Pages 1–2</u>, Use of Cellular Telephones, was in conflict with GO 100.95 issued in October 2007 (**Item 5**).

2. LOCAL DIRECTIVES:

- a. Unremarkable
- 3. <u>LIMITED DUTY ASSIGNMENTS</u>:
 - a. Unremarkable
- 4. OTHER PROCEDURES:
 - a. Unremarkable

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COMMAND: Templeton	DIVISION: Coastal	CHAPTER: 2 Procedures
INSPECTED BY:		DATE:
Neumann		12/3/2008

- 5. OCCUPATIONAL SAFETY: Although not specifically listed on the evaluation checklist, compliance with review requirements of the Emergency Action Plan (EAP) and the Department's Injury and Illness Prevention Program (IIPP) were also checked.
 - i. A random check of five personnel folders found several held CHP 712, Employee Emergency Action Plan Review, that were not signed annually (Item 6).
 - ii. As a reminder, the CHP 712A, *Injury and Illness Prevention Program*Orientation and Review, shall be signed when officers transfer into the office and receive IIPP training at the new command and whenever new information is added to the IIPP document.

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AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

COMMAND: Templeton	DIVISION: Coastal	2 Procedures
INSPECTED BY:		DATE:
Neumann		12/3/2008

REQUIRED ACTION

- 1. AREA STANDARD OPERATING PROCEDURES (SOP)
 - a. Area is encouraged to review its SOP to ensure all chapters are up to date. In particular, the five items addressed above require amendment.
- 2. LOCAL DIRECTIVES
 - a. None
- 3. LIMITED DUTY ASSIGNMENTS
 - a. None
- 4. OTHER PROCEDURES
 - a. None
- 5. OCCUPATIONAL SAFETY
 - a. Area shall ensure annual review of the Area's Emergency Action Plan (EAP). This review shall be documented on the CHP 712, *Employee Emergency Action Plan Review*.
 - b. Area shall ensure that officers transferring into the office receive IIPP training at the new command and then document this training on Part 2 of the CHP 712A, Injury and Illness Prevention Program Orientation and Review. Annual refresher review is not required per se; however, training is required whenever new substances, processes, equipment, or procedures that represent a new hazard are introduced into the workplace, and whenever the commander is made aware of a new or previously unrecognized hazard. Such ongoing training shall be appropriately documented as a record of training (typically on the CHP 712A).

LEAD INSPECTOR'S SIGNATURE	DATE
S.m. Zeuman	2(24/2009
RESPONDING COMMANDER'S SIGNATURE	DATE

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

○HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
SAN LUIS OBISPO	COASTAL	
EVALUATED BY	1	DATE
FIELD OPERATIONS UNIT		11/17/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		LUATION al Evaluation	☐ Inform	mal Evaluation	SUSPENSE DATE	12		
	w-up r	REQUIRED No		☐ Correction Report	COMMANDER'S REVIEW	ACTION REQUIRED	DATE Z Z	7/08
1. A	REA	STANDARD O	PERATIN	G PROCEDURES (SOP)	YES	VES	YES	<u></u>
a.	Do	es SOP contain	only local	procedures essential to Area	?		✓ Yes	□No
b.	Co	nflicts between	Division S	OP and Area SOP?			Yes	☑ No
c.	so	P available for r	eview?				✓ Yes	□ No
	(1)	Is it current?					Yes	☑ No
	(2)	Are orders ned	cessary?				✓ Yes	□No
	(3)	Does SOP pro	vide refere	ence to, yet avoid duplication	of departmental policy?		✓ Yes	□No
	(4)	Conflict between	en SOP a	nd departmental policy?			✓ Yes	□No
)	(5)	Orders clear a	nd concise	9?			✓ Yes	□No
-	(6)	Is table of conf	tents curre	ent/effective?			✓ Yes	□No
	(7)	Logical division	n of mater	ial?			✓ Yes	□No
	(8)	What system is	s used to a	assure each Area employee h	as read SOP? NEW EM	PLOYEE'S REQUIRED	TO READ T	HE SOP,
		WITH UPDA	TES DUR	ING BRIEFING				
	(9)	Effective numb	ering and	index system?			✓ Yes	□No
	(10)) Position descri	ptions utili	zed in place of individual nam	nes?			□No
	(11)) How are SOPs	distribute	d? BOTH ON-LINE AND A	AREA BINDERS.			
		(a) Are they r	eadily ava	ilable?			✓ Yes	□No
	(12)) Who is respon	sible for re	eview/revision? CAPTAIN V	'AIL			
	(13)) How often is S	OP review	red/updated? SOP IS UPD.	ATED AS REQUIRED.			
_		(a) Is a suspe	ense syste	m în place?			✓ Yes	□No
1								

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

LOCAL DIRECTIVES	EVALUATED	ACTION REQUIRED	T IV ISC	
Other methods utilized by commander to provide written instruc		1500		
a. Other methods dillized by commander to provide written method	Monto to / Hou person His			
LIMITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	
a. Are commander and staff aware of contents of HPM 10.7, Injury Chapter 8, relating to limited duty?	y and Illness Case Mana	agement Manual,	✓ Yes	□No
o. What types of duties are assigned to those on limited duty? Co	OURT DEPOSITION I	FILING, DIAGRAMS	s, MISC. ADM	IN
c. How many employees are currently on limited duty status? 1				
OTHER PROCEDURES	YES YES	ACTION REQUIRED NO	CORRECTED)
a. What methods does Area use to report highway defects? CO	NTACT SAN LUIS OF	BISPO COMMUNICA	ATIONS CENT	TER WHO
WILL ADVISE THE PROPER AGENCY TO RESPOND.				
o. Are Area personnel aware of procedures in HPM 10.4, Citizens	' Complaint Investigatio	ns Manual?	✓ Yes	□No
(1) What procedure is followed for receiving citizen's complaint	ts? SGT'S ACCEPT (COMPLAINT, PREPA	ARE CHP 240	B, LT.
APPROVES COMPLAINT LETTER, OSSI ISSUES CO	MPLAINT NUMBER	ON LOG		
(2) Is there a system to identify complaint-generating behavior	?		✓ Yes	□No
(3) Are complaints classified properly?			Yes	☑ No
(4) What are the most common errors in complaint investigatio	ns?			
:. What procedure is in place to handle traffic complaints?				
. How are employee absences reported/verified? CALLS GO To	O SUPERVISOR, LOC	GGED ON MASTER	SCHEDULE.	
SUPERVISOR WILL FOLLOWUP WITH CONTACT.				
. Is there a central listing of employees with approved secondary	employment requests?		✓ Yes	□ No
(1) Are supervisors aware of regulations in HPM 10.3. Persons	nel Transactions Manua	il, Chapter 14?	☑ Yes	□No
(1) Are supervisors aware or regulations in the wife 10.5, reason				
How are cameras assigned? CAMERA ASSIGNED AT TIM				
	Are commander and staff aware of contents of HPM 10.7, Injury Chapter 8, relating to limited duty? December 8, relating to limited duty? What types of duties are assigned to those on limited duty? How many employees are currently on limited duty status? What methods does Area use to report highway defects? WILL ADVISE THE PROPER AGENCY TO RESPOND. Are Area personnel aware of procedures in HPM 10.4, Citizens (1) What procedure is followed for receiving citizen's complaint APPROVES COMPLAINT LETTER, OSSI ISSUES CO (2) Is there a system to identify complaint-generating behavior (3) Are complaints classified properly? (4) What are the most common errors in complaint investigation. What procedure is in place to handle traffic complaints? How are employee absences reported/verified? CALLS GO TO SUPERVISOR WILL FOLLOWUP WITH CONTACT.	A. Other methods utilized by commander to provide written instructions to Area personnel LIMITED DUTY ASSIGNMENTS a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Man Chapter 8, relating to limited duty? b. What types of duties are assigned to those on limited duty? COURT DEPOSITION 1 c. How many employees are currently on limited duty status? c. How many employees are currently on limited duty status? d. What methods does Area use to report highway defects? CONTACT SAN LUIS OF WILL ADVISE THE PROPER AGENCY TO RESPOND. d. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigation. (1) What procedure is followed for receiving citizen's complaints? SGT'S ACCEPT CAPPROVES COMPLAINT LETTER, OSSI ISSUES COMPLAINT NUMBER. (2) Is there a system to identify complaint-generating behavior? (3) Are complaints classified properly? (4) What are the most common errors in complaint investigations? b. What procedure is in place to handle traffic complaints? C. What procedure is in place to handle traffic complaints? Line a central listing of employees with approved secondary employment requests? Lis there a central listing of employees with approved secondary employment requests?	ACTION REQUIRED NO ACTION	ACTION REQUIRED NO CORRECTEES ACTION REQUIRED ACTION REQUIRED CORRECTEES NO CORRECTEES NO

Destroy Previous Editions

CHP 453B (Rev. 8-07) Page 2 of 4 c453b707.pdf DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

	(1) What type(s) of cameras are used?	DIGITAL		
_	(2) Are photos in file of good quality?		✓ Yes	□No
g.	. Who is responsible for ambulance/tow truc	ck inspections? OFFICER		
	(1) Are inspections up-to-date?		✓ Yes	□No
	(2) Is the responsible employee knowledg	geable of applicable policies and regulations?	✓ Yes	□ No
	(3) Are random inspections conducted?		✓ Yes	□No
	(4) Is Area in compliance with HPM 81.2,	Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No
	(5) How are officers and communications from service? OFFICER PRE	operators advised of tow trucks/ambulances that are personal Research of the Parkes BRIEFING ITEM AND FORWARDS THE P	removed INFORMATION TO THE	SAN LU
	OBISPO COMMUNICATIONS CEI	NTER		
h.	. Is there security for Area personnel rosters	s?	✓ Yes	□No
	(1) What is Area policy regarding the rele	ease of personal telephone numbers and addresses?	NOT RELEASED, ROST	ER IS
	PROVIDED TO DIVISION AND IS	S ON-LINE FOR THE EMPLOYEE'S.	41	
	(2) Who regularly receives Area rosters?	DIVISION, MANAGEMENT		
i.	Has the Area established proper employer/	/employee relations?	✓ Yes	☐ No
	(1) Does commander show a personal in	terest in dealing with employee representatives?		□ No
	(2) Is there a bulletin board for employee	association items?	✓ Yes	□ No
j.	Are damaged uniform articles inspected an	nd repaired/replaced?	√ Yes	□No
	(1) Who coordinates inspection and/or dis	sposal of unserviceable items? OFFICER		
	(2) If appropriate, are damages collected	?	 ✓ Yes	□No
k.	. Are vacation slots consistent with Area ope	erational needs?		□ No
l.	Is the squad club in compliance with departed records and accountability?	rtmental policy and other mandated requirements cond	cerning ✓ Yes	□No
m.	n. Is there a system in place to ensure accou	untability for directives?		□No
	(1) How are employees returning from ex	ctended absences provided updated information from c	directives? OFFICERS	ARE
	REQUIRED TO REVIEW THE AR	EA SOP, QUALIFY AT THE RANGE, OST/PMA C	ERTIFICATION, PLACE	D WITH

AREA MANAGEMENT EVALUATION S

REA	PROCE	DURES	AND L	COCAL	ORDERS

HP 4	453B	(Rev. 8-07) OPI 009		
n.	Wr	to is responsible for the review of reports submitted by field officers? SGT'S AND COMMANDER		
	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
		(a) How is this accomplished? PERSONAL CONTACT, STAFF MEETINGS		
0.	Doe	es Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1)	Are these controls effective?	✓ Yes	□ No
	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	√ Yes	□No
	(4)	Who may authorize overtime? SGT'S AND MANAGEMENT		
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□ No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7)	Who maintains court and subpoena logs? OA		- Va
	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□No
		(a) Is CTO held within proper limits?	✓ Yes	□ No
		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
_		(d) Is the MAR signed by the commander?	✓ Yes	□No
LE	LEM	IENT OF THIS INSPECTION WAS THE DEVIEW OF THE AREA'S ILL NESS AND INIURY PREVEN	TION PLA	N (IIPP)

AND THE EMERGENCY ACTION PLAN (EAP).

COMMAND: San Luis Obispo	DIVISION: Coastal	CHAPTER: 2 Procedures/Orders
INSPECTED BY:		DATE:
Dabbs, Gomez, and Neumann		11/17/2008

INSPECTORS' FINDINGS

1. AREA STANDARD OPERATING PROCEDURES (SOP):

- a. The last revision to Area SOP was August 2005. Although Area is better suited to determine all necessary updates, the following were noted:
 - i. Chapter 13, Cellular Telephone Use Policy, was in conflict with GO 100.95 issued in October 2007 (**Item 1**).
 - ii. Chapter 26 and Annex 26-A, Death of Individuals In-Custody, references the CHP 104, a form no longer in use. Revised policy is contained in GO 110.9 issued October 2006. The CHP 104 was replaced by the BCIA 713 and the CJ-11A which are both available in FormFlow (Item 2).
 - iii. Chapter 32, Mentally Disturbed Persons, references the MH 1533, a form no longer in use. The current form is the MH 302 which can be obtained at http://www.dmh.ca.gov/News/Publications/Forms/docs/MH302.pdf (Item 3).

2. LOCAL DIRECTIVES:

a. Unremarkable

3. LIMITED DUTY ASSIGNMENTS:

Unremarkable

4. OTHER PROCEDURES:

- a. A review of the Area's 2008 CHP 240A, *Complaint Control Log*, revealed that the Department of Justice coding was missing on three complaints and the Category on one (**Item 4**).
- b. Although not specifically listed on the evaluation checklist, items pertaining to occupational safety were also reviewed.
 - i. The most current memorandum listing Command Occupational Safety Committee (COSC) members was dated November 2005. Many of the persons listed are no longer assigned to the Area (Item 5).
 - ii. The last COSC quarterly meeting minutes were from the fourth quarter of 2005 (Item 6).
 - iii. The last CHP 113A, Safety Inspection Checklist, on file was completed in July 2002 (Item 7).

COMMAND: San Luis Obispo	DIVISION: Coastal	CHAPTER: 2 Procedures/Orders
INSPECTED BY:		DATE:
Dabbs, Gomez, an	11/17/2008	

- iv. A random check of five personnel folders found that four held CHP 712, *Employee Emergency Action Plan Review*, with current review dates. The fifth had not been reviewed since 2003.
- v. A check of these same personnel folders found that only one held a CHP 712A, *Injury and Illness Prevention Program Orientation and Review*, with a current review date. The remaining four had no 712A in their folder.

STATE OF CALIFORNIA
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AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

COMMAND: San Luis Obispo	DIVISION: Coastal	CHAPTER: 2 Procedures/Orders
INSPECTED BY:		DATE:
Dabbs, Gomez, and Neumann		11/17/2008

REQUIRED ACTION

- AREA STANDARD OPERATING PROCEDURES (SOP)
 - a. Area is encouraged to review its SOP to ensure all chapters are up to date. In particular, the three items addressed above required amendment.
- 2. LOCAL DIRECTIVES
 - a. None
- 3. LIMITED DUTY ASSIGNMENTS
 - a. None
- 4. OTHER PROCEDURES
 - a. Area shall update the SOSC membership memorandum in accordance with HPM 10.6, Chapter 2.
 - b. Area shall ensure quarterly COSC meetings occur and that meeting minutes are prepared in a timely manner in accordance with HPM 10.6, Chapter 2.
 - c. Area shall ensure that members of the COSC conduct semi-annual safety inspections and document their findings on the CHP 113A in accordance with HPM 10.6, Chapter 2.
 - d. Area shall establish a process that ensures the annual review of the Emergency Action Plan (EAP) by all personnel and that the review is properly documented on the CHP 712. The CHP 712 shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with HPM 100.70, Chapter 14.
 - e. Area shall establish a process that ensures the annual review of the Injury and Illness Prevention Program (IIPP) by all personnel and that the review is properly documented on the CHP 712A. The CHP 712A shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with the Department's IIPP, Chapter 3.

EAD INSPECTOR'S SIGNATURE	DATE
8. mg. Yeyrgam	1/2/2009
RESPONDING COMMANDER'S SIGNATURE	DATE
	2/21/09

Department of California Highway Patrol
AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

Area Division Number

Santa Maria Coastal 750-08-001

Evaluated By Sgt. M. Clare Date Oct. 2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation					
☐ Formal	Informal	Suspense Date			
Follow-up Required	☐ Correction Report			40 (M)	
☐ Yes	by	Commander's F	Review MX	M Da	te 10/6/
1. AREA STANDARD (PROCEDURES (SOP)	PERATING	Evaluated 🖂	Action Required	Correcte	ed
a. Does SOP contain	only local procedures ess	sential to Area?	No. 11 to 12	⊠ Yes	☐ No
b. Conflicts between	Division SOP and Area So	OP?		☐ Yes	⊠ No
c. SOP available for	review?				□ No
(1) Is it current?					☐ No
(2) Are orders nec	essary?			⊠ Yes	□ No
(3) Does SOP prov departmental policy	vide reference to, yet avoi	d duplication of		⊠ Yes	□ No
(4) Conflict betwee	en SOP and departmental	policy?		☐ Yes	⊠ No
(5) Orders clear ar	nd concise?			⊠ Yes	☐ No
(6) Is table of cont	ents current/effective?			Yes	☐ No
(7) Logical division	of material?			Yes	□ No
(8) What system is	s used to assure each Are	a employee has r	ead SOP?		
(9) Effective numb	ering and index system?			Yes	□ No
(10) Position descri	iptions utilized in place of	individual names'	?	Yes	□ No
(11) How are SOPs	s distributed?				
a. Are they read	dily available?			⊠ Yes	□ No
(12) Who is respon	nsible for review/revision?	1	3 (m)		

AREA MANAGEMENT EVALUATION Chapter 2 AREA PROCEDURES AND LOCAL ORDERS

(13) How often is SOP reviewed/upda	ated?			
(a) Is a suspense system in place	?			□No
2. LOCAL DIRECTIVES	Evaluated	Action Required	Corrected	
a. Other methods utilized by commande	er to provide written in	nstructions to Area p	ersonnel?	
3. LIMITED DUTY ASSIGNMENTS	Evaluated	Action Required	Corrected	
a. Commander and staff aware of conterelating to limited duty?	ents of HPM 10.7, Ch	apter 9,	⊠ Yes	□No
b. What types of duties are assigned to	those on limited duty	?		
c. How many employees are currently o	n limited duty status'	?		
4. OTHER PROCEDURES	Evaluated	Action Required	Corrected	
a. What methods does Area use to repo	ort highway defects?			
b. Are Area personnel aware of procedu	ures in HPM 10.4?		⊠ Yes	□No
(1) What procedure is followed for ac	cepting citizen's com	plaints?		
(2) Is there a system to identify comp	laint-generating beha	avior?	⊠ Yes	□No
(3) Are complaints classified properly	?		⊠ Yes	□No
(4) What are most common errors in	complaint investigati	ons?		
			- Table	
c. What procedure is in place to handle	traffic complaints?			
d. How are employee absences accepte	ed/verified?			

AREA MANAGEMENT EVALUATION

Chapter 2 AREA PROCEDURES AND LOCAL ORDERS

e. Is there a central listing of approved secondary employment requests?	Yes	☐ No
(1) Are supervisors aware of regulations in HPM 10.3, Chapter 14?	Yes	□ No
f. How are cameras assigned?		
(1) What type(s) of cameras are used?		
(2) Are photos in file of good quality?		□ No
g. Who is responsible for ambulance/tow truck inspections?		
2		
(1) Are inspections up-to-date?	Yes	□ No
(2) Is responsible employee knowledgeable in policies and regulations?	⊠ Yes	
(3) Are random inspections conducted?	⊠ Yes	
(4) Is Area in compliance with HPM 81.2, Chapter 7?	⊠ Yes	☐ No
(5) How are officers and Communications Operators advised of tow trucks/ambulanc that are removed from service?	es	
h. Is there security for Area personnel rosters?		☐ No
(1) What is Area policy regarding the release of personal telephone numbers and	daddresse	es?
(2) Who regularly receives Area rosters?		
i. Has the Area established proper employer/employee relations?	⊠ Yes	☐ No
(1) Does commander show personal interest in dealing with the representative?		☐ No
(2) Is there a bulletin board for employee association items?	⊠ Yes	☐ No
j. Are damaged uniform articles inspected and repaired/replaced?	Yes	☐ No
(1) Who coordinates inspection and/or disposal of unserviceable items?	77	
(2) If appropriate, are damages collected?	⊠ Yes	☐ No
k. Are vacation slots consistent with Area operational needs?	⊠ Yes	☐ No
I. Is the Squad Club in compliance with departmental policy and other mandated requirements concerning records and accountability?	⊠ Yes	□No
		-

AREA MANAGEMENT EVALUATION Chapter 2

- · · · - ·			
ARFA	PROCEDURES	AND LOCAL	ORDERS

m. Is there a system in place to ensure accountability for directives?	⊠ Yes	☐ No
(1) How are employees returning from extended absences provided updated info directives?	rmation fr	om
n. Who is responsible for the review of reports submitted by field officers?		
(1) Are supervisors made aware of superior or deficient reports?	Yes	□ No
(a) How is this accomplished?		
o. Does Area have written guidelines for overtime usage and control?	⊠ Yes	☐ No
(1) Are these controls effective?		□No
(2) Do overtime provisions comply with collective bargaining agreements?		☐ No
(3) Are CHP 415s complete and accurate?	⊠ Yes	☐ No
(4) Who may authorize overtime?		
(5) Are CHP 90s completed and submitted in a timely manner?	Yes	□ No
(6) Do employees understand the 24-hour clock policy in completing CHP 415s?	Yes	□No
(7) Who maintains court and subpoena logs?		
(8) Are local controls sufficient to properly manage overtime?	Yes	□ No
(a) Is CTO held within proper limits?		□ No
(b) Does the MAR agree with CHP 415s?		□ No
(c) Do all CHP 415s have supervisor's signature?		☐ No
(d) Is the MAR signed by the commander?		□ No
COMMENTS		
CHP 453B (Rev 1-96)		Page 4

Area Management Evaluation Chapter 2 Area Procedures and Local Orders Evaluated October 2008

- 1.c.(8). New employees to the Area are shown the location of the physical copy of the Area SOP, as well as the online version. They sign an acknowledgement stating they have reviewed and are aware of the two locations of the SOP. The acknowledgement is reviewed annually during the employee evaluation. The review is documented in their personnel folder.
- 1.c.(11). One copy is maintained in the Area's office library and the master SOP is maintained on the Area LAN.
- 1.(12). Sergeant M. Clare, #12426, is responsible for the review and revision of the SOP.
- 1.c.(13). The SOP is reviewed annually, in January, by Sergeant Clare and updated as needed.
- 1.c.(13)(a). There is a posted task on the GroupWise 750 calendar to remind Area management of the review.
- 2.a. The Area Commander utilizes briefing items to provide written instructions to Area personnel.
- 3.b. Administrative duties which include answering telephones, filing reports, updating required information (EAP, EOP, etc.), answering questions from the public at the front desk and helping the special duty officers with their assignments.
- 3.c. None as of October 3, 2008.
- 4.a. Highway defects are reported to Caltrans and County Roads by way of the San Luis Obispo CHP Communication Center. When a defect is reported by an officer, the Dispatcher inquires if immediate notification is needed or if the problem can be reported during normal work hours to Caltrans or County Roads.
- 4.b.(1). Area personnel refer all citizens' complaints to the sergeants. Citizens' complaints are then accepted by Area sergeants. If a sergeant is unavailable the Area Commander will accept the complaint. Electronically filed (via Internet website) complaints automatically go to the commander for review and assignment.
- 4.b.(4). Currently, Area has had only three citizens' complaints for 2008. There was only one in 2007, and that one was rescinded. No common errors were discovered based on a review of complaints for the past three years.
- 4.c. Traffic complaints are accepted by the front desk or the special duty officers. They are assigned a number, and then given to the sergeants who assign them to

Area Management Evaluation Chapter 2 Area Procedures and Local Orders Evaluated October 2008

officers working the area where the problem exists. Sergeant Clare maintains a binder with all of the traffic complaints. There is a running log in the front office to track the complaint numbers.

- 4.d. Officers and non-uniform employees unable to report for work due to illness know to contact the on-duty supervisor, the Area office, or San Luis Obispo Communication Center at the first opportunity. Area supervision verifies sick leave through personal contact with the sick employee.
- 4.f. Officers are generally using their own cameras. If an Area camera is taken out it is logged on the daily beat assignment sheet.
- 4.f.(1). Digital cameras are used exclusively. Area has two point-and-shoot digital cameras for use by patrol officers. There are also two professional digital camera setups (Canon Eos Rebel Xti with Canon Speed Flash). One is always in the sergeants' patrol vehicle and there is one available for field use by officers. These cameras have external flashes, are programmable, and produce professional quality images.
- 4.g. Special Duty Officer J. Chenoweth, #14449, is responsible for the Area's ambulance / tow truck inspections.
- 4.g.(5). When a tow truck or ambulance is removed or suspended from service, the officers are notified via briefing item. The communication center is notified by initially by telephone and/or e-mail, followed up by a memorandum.
- 4.h.(1). Employee telephone numbers and addresses are kept in confidence and never released to the public.
- 4.h.(2). Each employee, Division, and the San Luis Obispo Communication Center receives an Area roster.
- 4.j.(1). Damaged or unserviceable items are inspected by Area sergeants. When an item is to be disposed of, Special Duty Officer G. Lopez, #10195, completes the paperwork and carries out the destruction order.
- 4.m.(1). When an employee returns to work from a vacation or prolonged absence they are instructed to review the Area's briefing book to get themselves up to date on directives. The officers initial each briefing item for verification.
- 4.n. Collision reports are initially reviewed by the Area's Accident Review Officer, D. McIntosh, #10121. Certain reports (fatal, high profile, etc.) will also be reviewed

Area Management Evaluation Chapter 2 Area Procedures and Local Orders Evaluated October 2008

by a sergeant and/or the commander. All CHP 202 and 216 reports are reviewed and signed by the sergeants, then are forwarded to the Court Officer.

- 4.n.(1).(a). Supervisors are made aware of superior or deficient reports by either direct contact with the Accident Review Officer or by a collision review slip.
- 4.o. The Area SOP requires officers to advise the on-duty supervisor of unscheduled shift overtime. Sergeants log all shift overtime on an Excel spreadsheet. The use of a spreadsheet allows management to analyze overtime usage easily.
- 4.o.(4). The Area Commander and sergeants authorize overtime.
- 4.0.(7). The Area's Court Officer, Officer G. Lopez.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
ADEA BANACEMENT EVALUATION

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

453B (Rev. 8-07) OPI 009	CH.	2

AREA	DIVISION	NUMBER
SANTA MARIA	COASTAL	750-08-00
EVALUATED 8Y		DATE
FIELD OPERATIO	ns unit	11/5/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE			
Correction Report ☐ Yes ☐ No BY	COMMANDER'S REVI	EW	DATE	
AREA STANDARD OPERATING PROCEDURES (SOF	evaluated YES	ACTION REQUIRED NO	CORRECTE)
a. Does SOP contain only local procedures essential to	Area?		✓ Yes	□No
b. Conflicts between Division SOP and Area SOP?			✓ Yes	□No
c. SOP available for review?			✓ Yes	□No
(1) Is it current?			✓ Yes	□No
(2) Are orders necessary?		-/	✓ Yes	□No
(3) Does SOP provide reference to, yet avoid duplic	cation of departmental policy?	?	✓ Yes	□No
(4) Conflict between SOP and departmental policy?			☐ Yes	☑ No
(5) Orders clear and concise?			✓ Yes	□No
(6) Is table of contents current/effective?	100000000000000000000000000000000000000		✓ Yes	□No
(7) Logical division of material?		****	✓ Yes	□No
(8) What system is used to assure each Area emplo	oyee has read SOP? ALL N	EW EMPLOYEE'S ARE RI	EQUIRED T	O REVIE
THE AREA'S SOP. ALL CHANGES/ADDITI	ONS ARE BRIEFED TO E.	ACH EMPLOYEE.		
(9) Effective numbering and index system?			✓ Yes	□No
(10) Position descriptions utilized in place of individua	al names?		✓ Yes	□No
(11) How are SOPs distributed? SOP IS ON-LINE I	FOR EACH EMPLOYEE'S	REVIEW		
(a) Are they readily available?			✓ Yes	□No
(12) Who is responsible for review/revision? SGT, C	LARE			
(13) How often is SOP reviewed/updated? AS NEE	EDED. SOP HAS RECENT	LY BEEN UPDATED		
(a) Is a suspense system in place?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

'P 453B (Rev. 8-07) OPI 009

		Terror Terror	ACTION REQUIRED	CORRECTED	
2.	LOCAL DIRECTIVES	YES	NO NO	OOMICOTES	
	a. Other methods utilized by commander to provide written instruct	ions to Area personnel?	E-MAIL, BRIEFING	ITEMS	
			A-11-		
3.	LIMITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED	CORRECTED	
	Are commander and staff aware of contents of HPM 10.7, Injury Chapter 8, relating to limited duty?		ement Manual,	✓ Yes	□No
5,000	b. What types of duties are assigned to those on limited duty? CI	ERICAL TYPE DUTIE	S		
	×:				
7110	c. How many employees are currently on limited duty status? 0				-,,
4.	OTHER PROCEDURES	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	
	a. What methods does Area use to report highway defects? OFF	A Committee of the Comm	E SAN LUIS OBISPO C	OMMUNI	CATIONS
_	CENTER WHO IN TURN CONTACT THE APPROPRIATE.	AGENCY.			
	b. Are Area personnel aware of procedures in HPM 10.4, Citizens'	Complaint Investigations	: Manual?	✓ Yes	□ No
-	(1) What procedure is followed for receiving citizen's complaints	REA SUPERVIS	ORS RECEIVE THE C	OMPLAIN	NTS AND
	UPDATE THE CHP 240 LOG. THESE PROCEDURES A	RE NOTED IN CHAPT	ER 5 OF THE AREA'S	SOP	
	(2) Is there a system to identify complaint-generating behavior?			✓ Yes	□ No
10	(3) Are complaints classified properly?			✓ Yes	□No
	(4) What are the most common errors in complaint investigation	ns? NONE	-1.		
	c. What procedure is in place to handle traffic complaints? AREA	HAS A SPECIFIC FOR	RM, THE INOFRMATI	ON IS LO	GGED,
	ASSIGNED TO A BEAT OFFICER FOR DISPOSITION, THE	EN NOTED IN THE TR	AFFIC COMPLAINT I	.og.	
		2 12 12	*****		or and a comment
	d. How are employee absences reported/verified? ABSENCES A	RE FOLLOWED UP BY	A SUPERVISOR.		
	INTERNAL SERVICE SERVI	inglade constraint			
	e. Is there a central listing of employees with approved secondary			✓ Yes	□ No
	(1) Are supervisors aware of regulations in HPM 10.3, Personne	el Transactions Manual,	Chapter 14?	✓ Yes	□No
1	f. How are cameras assigned? ASSIGNED AS NEEDED TO TH	IE BEAT OFFICER			
_					

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

'P 453B (Rev. 8-07) OPI 009

1 4000	(Rev. 0-07) OF1 009		
(1)	What type(s) of cameras are used? DIGITAL CAMERA		
(2)	Are photos in file of good quality?	✓ Yes	□ No
g. W	ho is responsible for ambulance/tow truck inspections? OFFICER CHENOWETH		
(1)	Are inspections up-to-date?	Yes	□ No
(2)	Is the responsible employee knowledgeable of applicable policies and regulations?		□No
(3)	Are random inspections conducted?	✓ Yes	□No
(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□ No
(5)	How are officers and communications operators advised of tow trucks/ambulances that are removed from service? THESE INCIDENTS ARE BRIEFED AND INFORMATION IS SENT TO THE	. DISPATCH (CENTER.
h. Is t	here security for Area personnel rosters?	✓ Yes	□No
(1)	What is Area policy regarding the release of personal telephone numbers and addresses? EVERY M	ONTH THE	
	INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS AN	D STAFF WI	ТН А СОРУ
	TO THE SAN LUIS OBISPO DISPATCH AND COASTAL DIVISION.		
(2)	Who regularly receives Area rosters? REFER TO ABOVE.		
i. Has	the Area established proper employer/employee relations?	✓ Yes	☐ No
(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No
(2)	Is there a bulletin board for employee association items?	✓ Yes	□No
j. Are	damaged uniform articles inspected and repaired/replaced?	✓ Yes	□No
(1)	Who coordinates inspection and/or disposal of unserviceable items? OFFICER CHENOWETH	-10-200	
	If appropriate, are damages collected?	✓ Yes	□ No
k. Are	vacation slots consistent with Area operational needs?	✓ Yes	□ No
	ne squad club in compliance with departmental policy and other mandated requirements concerning ords and accountability?	☐ Yes	□No
m. Is th	nere a system in place to ensure accountability for directives?	✓ Yes	□No
(1)	How are employees returning from extended absences provided updated information from directives?	EMPLOYEE'	SARE
	DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASS	IGNED TO A	NOTHER
	OFFICER FOR UPDATED TRAINING.		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

'P	453B	(Rev. 8-07) OPI 009		
n.	Wh	no is responsible for the review of reports submitted by field officers? AREA SUPERVISORS		
	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
		(a) How is this accomplished? STAFF MEETINGS		- Allert
0.	Do	es Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1)	Are these controls effective?	✓ Yes	□No
	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
12.00	(4)	Who may authorize overtime? MANAGER/SUPERVISOR/OIC		
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□ No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□ No
	(7)	Who maintains court and subpoena logs? OSS1		
	(8)	Are local controls sufficient to properly manage overtime?	✓ Yes	□ No
		(a) Is CTO held within proper limits?	✓ Yes	☐ No
		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
		(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No

A PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP).

UPON REVIEW, IT WAS FOUND THE IIPP WERE COMPLETED AS REQUIRED.

(d) Is the MAR signed by the commander?

✓ Yes

☐ No

Santa Maria Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On November 5, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Santa Maria Area's SOP was found to be up to date at the time of this inspection. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the San Luis Obispo Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Officer Chenoweth is responsible for the ambulance/tow truck inspections. All inspections were found to be in compliance with departmental policy and the TSA agreement. Random inspections were completed during the month of September.

Santa Maria Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 2

- h. The Area understands the importance of confidentiality as it relates to the personnel rosters as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Santa Maria Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan and the Emergency Action Plan (EAP). Both were found to be current.

Memorandum

CONFIDENTIAL

Date:

November 7, 2008

To:

Santa Maria Area

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Coastal Division

File No.:

701,9761.12819

Subject:

CHAPTER 2 AND CHAPTER 17 INSPECTIONS, SANTA MARIA AREA

The attached report documents the Chapter 2 and Chapter 17 Inspection conducted November 5, 2008. The chapter inspection identified two issues that warrant attention on your part. You have 30 days to address the two recommended follow-up items and submit a memorandum to Coastal Division describing what action has been taken, no later than

December 10, 2008.

Assistant Chief

Attachments

Memorandum

CONFIDENTIAL

Date:

November 7, 2008

To:

Coastal Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Coastal Division

File No.:

701.12819

Subject:

FORMAL CHAPTER 2 AND CHAPTER 17 INSPECTION SUMMARY-

SANTA MARIA AREA

The attached report documents the recent Chapter 2, Area procedures and Local Orders, and the Chapter 17, Officer Safety inspection conducted on November 5, 2008, at the Santa Maria Area office. The evaluation identified two issues which warrant attention.

- 1. The first issue being the Area was deficient with required pistol, shotgun and rifle qualifying shoots as outlined in HPM 70.8, 3-1.
- 2. The final issue identified was 311 inspections not being completed as required, per HPM 11.2, 10-1.

K. D. KRUSE

Sergeant

Attachments

CHAPTER 10

REVISED NOVEMBER 2005

POLICE PROTECTIVE AND SAFETY EQUIPMENT - UNIFORMED EMPLOYEES

- 1. <u>POLICY</u>. It is the policy of this Department to adhere to and enforce all applicable provisions of the California Vehicle Code, California Labor Code, California Government Code, and the Administrative Regulations of California Occupational Safety and Health Administration (Cal-OSHA) pertaining to the health and safety of all employees.
- 2. <u>PURPOSE</u>. The purpose of this chapter is to provide clarification regarding safety and police protective equipment (PPE) issued to uniformed employees

3. DEFINITIONS.

- a. <u>Equipment</u>. In this chapter, the words "equipment" and "item" are used interchangeably to cover all PPE and safety equipment issued to uniformed employees.
- b. <u>Police Protective Equipment</u>. Equipment or work attire used by law enforcement personnel for the purpose of protecting themselves or the public from overt actions of others or to assist in performing related duties.
- c. <u>Safety Equipment</u>. Equipment or attire worn over, in place of, or in addition to, regular clothing which is necessary to protect the employee's health and welfare.

4. RESPONSIBILITIES.

- a. <u>Commander's Responsibility</u>. Each commander shall be responsible for issuing, inspecting and replacing all PPE, safety equipment, and work equipment assigned to uniformed employees within his/her command. Inspection and accounting of uniformed safety equipment/PPE shall be conducted in conjunction with the employee's annual Performance Appraisal (CHP 118) and documented on the CHP 311, Annual Safety/Protective Equipment Inspection form which is contained in the Employee Training Records System (ETRS) computer network application. Inspection Procedures are outlined in Annex 10-A.
- b. <u>Employee's Responsibility</u>. Employees shall be responsible for all assigned equipment, maintaining it in a condition which meets departmental standards.

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

AREA	DIVISION	NUMBER	
BUELLTON	COASTAL		
EVALUATED BY		DATE	
FIELD OPERATI	ONS UNIT	10/22/2008	

9 453B (Rev. 8-07) OPI 009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	evaluation ☐ Info	rmal Evaluation	SUSPENSE DATE	SUSPENSE DATE			
FOLLOW-	up required	Correction Report	COMMANDER'S REVI	COMMANDER'S REVIEW		11924	
AREA STANDARD OPERATING PROCEDURES (SOP)			EVALUATED YES	ACTION REQUIRED NO	CORRECTED		
a. Does SOP contain only local procedures essential to Area?						□ No	
b. (b. Conflicts between Division SOP and Area SOP?					☑ No	
c. SOP available for review?					✓ Yes	□No	
((1) Is it current?					□No	
(2	(2) Are orders necessary?						
(3	(3) Does SOP provide reference to, yet avoid duplication of departmental policy?					□No	
(4	4) Conflict between SOP a	nd departmental policy?	3	A SAME	Yes	☑ No	
) (5	5) Orders clear and concis	e?	- 10X - 10X		✓ Yes	□No	
(6	6) Is table of contents curre	ent/effective?	7	X-4:	✓ Yes	□No	
(7	7) Logical division of mater	ial?	0.33	144	Yes	☐ No	
(8	3) What system is used to	assure each Area employee has	read SOP? NEW E	EMPLOYEE'S REQUIRED TO	O READ T	HE SOP	
		y					
(9	9) Effective numbering and	index system?	11	3	✓ Yes	□No	
(1	(0) Position descriptions util	ized in place of individual names	i?		✓ Yes	□ No	
(1	1) How are SOPs distribute	d? BOTH ON-LINE AND AR	EA BINDERS. 2 IN	I PLACE, COMMANDERS A	ND FRON	NT OFFICE	
-	LIBRARY.						
	(a) Are they readily ava	ailable?		3	✓ Yes	□No	
(1	2) Who is responsible for re	eview/revision? SGT. T. MULL	EN. SGT. MULLE	N PROVIDES WRITTEN NO	TIFICATION	ON OF THE	
	CHANGE	100		-47.7			
)					
(1:	3) How often is SOP review	ed/updated? SOP IS UPDAT	ED QUARTERLY	OR WHEN REQUIRED.	20		
		12001					
A	(a) Is a suspense syste	m in place?		1-15-5-14-0-17-5	✓ Yes	□No	
)							
	3		20			78	

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

P 453B (Rev. 8-07) OPI 009

V 3					
2. L	OCAL DIRECTIVES	EVALUATED YES	ACTION REQUIRED NO	CORRECT	ED
а	. Other methods utilized by commander to provide written instruct	ions to Area personnel?	E-MAILS, BRIEFIN	IG ITEMS	, AREA
	BULLETIN BOARD				
3. L	IMITED DUTY ASSIGNMENTS	YES	ACTION REQUIRED NO	CORRECT	ĒΟ
а	. Are commander and staff aware of contents of HPM 10.7, Injury Chapter 8, relating to limited duty?	and Iliness Case Mana	gement Manual,	✓ Yes	□No
b.	. What types of duties are assigned to those on limited duty? FR	ONT DESK, FILING,	ANSWERING OF PHO	NES	
		2:			
c.	How many employees are currently on limited duty status? 1	W.		2 - 3-00 (2) 2 2 - 11	
4. 0	THER PROCEDURES	YES	NO REQUIRED	CORRECTE	iD.
a.	What methods does Area use to report highway defects? CON	TACT SAN LUIS OBI	SPO COMMUNICATI	ONS CEN	ITER WHO
	WILL ADVISE THE PROPER AGENCY TO RESPOND.			20091100	
b.	Are Area personnel aware of procedures in HPM 10.4, Citizens' (Complaint Investigations	s Manual?	✓ Yes	□ No
	(1) What procedure is followed for receiving citizen's complaints	7 SGT'S ACCEPT CO	OMPLAINT, PREPARI	3 CHP 240)B,
-	COMMANDER APPROVES COMPLAINT LETTER, OS	SI ISSUES COMPLAI	NT NUMBER ON LO	3	
$\overline{)}$	(2) Is there a system to identify complaint-generating behavior?			✓ Yes	□No
	(3) Are complaints classified properly?			√ Yes	□No
	(4) What are the most common errors in complaint investigations	? NONE	3.4,5		
	1.5.334 (64 - 374)	æ			
			r:		
C.	What procedure is in place to handle traffic complaints? AREA	GENERATED FORM I	S COMPLETED AND	ASSIGNE	ED BY THE
	SHIFT SGT, FOR FOLLOW UP.				
	g				
d.	How are employee absences reported/verified? CALLS GO TO	SUPERVISOR, LOGG	ED ON MASTER SCH	ŒDULE.	
	SUPERVISOR WILL FOLLOWUP WITH CONTACT.				
	· · · · · · · · · · · · · · · · · · ·				
e.	Is there a central listing of employees with approved secondary en	nployment requests?		✓ Yes	□No
	(1) Are supervisors aware of regulations in HPM 10.3, Personnel	Transactions Manual, (Chapter 14?	✓ Yes	□ No
f.	How are cameras assigned? CAMER'A ASSIGNED AT TIME	OF BRIEFING.	я		
\int				126	
_					

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

P 453B (Rev. 8-07) OPI 009						
.)	(1)	What type(s) of cameras are used? DIGITAL				
		2 To 18				
	(2)	Are photos in file of good quality?	✓ Yes	□No		
9	. Wh	no is responsible for ambulance/tow truck inspections? OFFICER S. FULMER				
	(1)	Are inspections up-to-date?	✓ Yes	□ No		
	(2)	Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□No		
	(3)	Are random inspections conducted?	✓ Yes	□No		
	(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No		
	(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER PREPARES BRIEFING ITEM AND FORWARDS THE INFORMATION TO THE SAN LUIS					
		OBISPO COMMUNICATIONS CENTER				
h.	ls th	nere security for Area personnel rosters?	✓ Yes	□No		
	(1)	What is Area policy regarding the release of personal telephone numbers and addresses? NOT RELE	ASED, ROST	ER IS		
1		PROVIDED TO DIVISION AND IS ON-LINE FOR THE EMPLOYEE'S.				
)						
	(2)	Who regularly receives Area rosters? DIVISION, MANAGEMENT				
i.	Has	the Area established proper employer/employee relations?	✓ Yes	□No		
	(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No		
	(2)	Is there a bulletin board for employee association items?	✓ Yes	□No		
j.	Are d	amaged uniform articles inspected and repaired/replaced?	✓ Yes	□No		
	(1)	Who coordinates inspection and/or disposal of unserviceable items? OFFICER HERNANDEZ				
	(2)	If appropriate, are damages collected?	✓ Yes	□No		
k.	Are v	acation slots consistent with Area operational needs?	✓ Yes	□No		
I.	Is the	e squad club in compliance with departmental policy and other mandated requirements concerning rds and accountability?	✓ Yes	□No		
m.	Is the	ere a system in place to ensure accountability for directives?	✓ Yes	□No		
	(1) I	How are employees returning from extended absences provided updated information from directives?	OFFICERS A	RE		
		REQUIRED TO REVIEW THE AREA SOP, QUALIFY AT THE RANGE, OST/PMA CERTIFICATION	ON, PLACED	WITH AN		
_	,	FTO IF APPLICABLE.				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

	74531	3 (Rev. 8-07) OPI 009		
,,,,,	n. W	ho is responsible for the review of reports submitted by field officers? SGT'S AND COMMANDER		orresione.
	(1)	Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
		(a) How is this accomplished? PERSONAL CONTACT, STAFF MEETINGS		
	o. Do	bes Area have written guidelines for overtime usage and control?	✓ Yes	□ No
	(1)	Are these controls effective?	✓ Yes	□No
	(2)	Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3)	Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4)	Who may authorize overtime? SGT'S AND MANAGEMENT		
	(5)	Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
	(6)	Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7)	Who maintains court and subpoena logs? OA PEGGY COTA		
	(8)	Are local controls sufficient to properly manage overtime?	∕ Yes	□No
		(a) Is CTO held within proper limits?	☑ Yes	□No
		(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	☑ Yes	□No
		(c) Do all CHP 415s, Dally Field Record, have a supervisor's signature?	∑ Yes	□No
		(d) Is the MAR signed by the commander?	Z Yes	□No
AN	ELEN	MENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTIO	ON PLAN	V (IIPP)
ANI	D THI	E EMERGENCY ACTION PLAN (EAP). UPON INSPECTION, IT WAS FOUND THE AREA WAS IN COM	MPLIAN	CE. 4

AN ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP AND THE EMERGENCY ACTION PLAN (EAP). UPON INSPECTION, IT WAS FOUND THE AREA WAS IN COMPLIANCE. 4 EMPLOYEES WERE ASKED IF THEY HAD KNOWLEDGE OF THE IIPP AND EAP. ALL 4 EMPLOYEES EXPRESSED THERE KNOWLEDGE.



On October 22, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Buellton Area's SOP was found to have been completely revised (September 2008) at the time of this inspection and available for each employee's review either on-line or binders. Updates for the SOP are briefed during shift changes and e-mailed to all employees. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the San Luis Obispo Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area conforms to departmental policy relating to the inspections of tow trucks/ambulances and assures each required company conforms to the provisions of the tow truck agreement (TSA).

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Buellton Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) and the Emergency Action Plan (EAP). It was found both program plans were up to date and contained the required information. It was further noted the Area ensures all employees are familiar with these plans as the Area has developed a comprehensive outline provided to each employee during the CHP 118 process. Four employees were asked as to there specific knowledge of both programs. All four employees were able to advise of each program.

TATE OF CALIFORNIA
EPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
760	COASTAL	
EVALUATED BY		DATE
FIELD OPER	ATIONS UNIT	09/10/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this prm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer adividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This prm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

· ·					
PI; OF EVALUATION ☐ Formal Evaluation ☐ Informal Evaluation		SUSPENSE DATE			
CLOW-UP REQUIRED ☐ Yes ☑ No	☐ Correction Report	COMMANDER'S REVIE	W	DATE	W.
. AREA STANDARD OPERA	TING PROCEDURES (SOP)	EVALUATED YES	ACTION REQUIRED NO	CORRECTE	D
a. Does SOP contain only lo	ocal procedures essential to Area?			✓ Yes	□No
b. Conflicts between Division	on SOP and Area SOP?			☐ Yes	√ No
c. SOP available for review	?			✓ Yes	□No
(1) Is it current?			- 11	✓ Yes	□No
(2) Are orders necessary	y?		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	✓ Yes	□No
(3) Does SOP provide re	eference to, yet avoid duplication o	f departmental policy?		✓ Yes	□No
(4) Conflict between SO	P and departmental policy?	-		☐Yes	☑ No
(5) Orders clear and con	cise?			✓ Yes	□No
(6) Is table of contents c	urrent/effective?			✓ Yes	□No
(7) Logical division of ma	aterial?			✓ Yes	□No
(8) What system is used	to assure each Area employee ha	s read SOP? AREA	HAS CHECKLIST CERT	IFYING EAG	2H
EMPLOYEE'S REV	TEW OF THE SOP				
(9) Effective numbering a	and index system?			✓ Yes	□No
(10) Position descriptions	utilized in place of individual name	es?		✓ Yes	□No
(11) How are SOPs distrib	outed? E-MAIL AND ONLINE				
A					
(a) Are they readily	available?			✓ Yes	□No
(12) Who is responsible fo	or review/revision? SERGEANT	M. DAWSON			
(13) How often is SOP rev	iewed/updated? AS REQUIRI	ED			
(a) Is a suspense sy	stem in place?			✓ Yes	□No

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

	CAL DIRECTIVES	YES	NO	CORRECTE)
а.	Other methods utilized by commander to provide written instru-			NING DAYS	/STAFF
	MEETINGS/OPEN LINES OF COMMUNICATIONS				
LIN	MITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED NO	CORRECTE	D
a.	Are commander and staff aware of contents of HPM 10.7, Injur Chapter 8, relating to limited duty?	ry and Illness Case Mana	gement Manual,	✓ Yes	□No
b.	What types of duties are assigned to those on limited duty? S	HREDDING DUTIES, A	NSWERING TELEI	PHONES, FII	JNG,
	COPYING, FRONT DESK DUTIES.				
c.	How many employees are currently on limited duty status?	CURRENTLY NO EMPL	OYEE'S ARE ON L	IMITED DU	ΓΥ STATU
ОТ	HER PROCEDURES	EVALUATED YES	ACTION REQUIRED NO	CORRECTE	D
а.	What methods does Area use to report highway defects? AR	E DEVELOPED FORM,	CONTACT DISPAT	гсн who w	OULD
	NOTIFY THE APPROPRIATE AGENCY.	2			
b.	Are Area personnel aware of procedures in HPM 10.4, Citizens	' Complaint Investigation	s Manual?	✓ Yes	☐ No
	(1) What procedure is followed for receiving citizen's complain	ts? SGT'S ARE CONT.	ACTED, ACCEPT T	HE COMPLA	AINT, SEN
******	THE APPROPRIATE FORMS AND NOTIFY MANAGE	EMENT.			
	(2) Is there a system to identify complaint-generating behavior	?		✓ Yes	□No
	(2) Is there a system to identify complaint-generating behavior (3) Are complaints classified properly?	?		✓ Yes ✓ Yes	□ No
	Are complaints classified properly? What are the most common errors in complaint investigation	ons? N/A		✓ Yes	□ No
	(3) Are complaints classified properly? (4) What are the most common errors in complaint investigation What procedure is in place to handle traffic complaints? ARE	ons? N/A PROGRAM CALLED '		✓ Yes	□ No
	Are complaints classified properly? What are the most common errors in complaint investigation	ons? N/A PROGRAM CALLED '		✓ Yes	□ No
C.,	(3) Are complaints classified properly? (4) What are the most common errors in complaint investigation What procedure is in place to handle traffic complaints? ARE	PROGRAM CALLED AND POLICY FOR TH	E REMOVAL OF AI	✓ Yes RAM." VEH BANDONED	ICLE VEHICLE
31.	(3) Are complaints classified properly? (4) What are the most common errors in complaint investigation What procedure is in place to handle traffic complaints? ARE INTERDICTION PROGRAM, PROVIDING EDUCATION,	PROGRAM CALLED ' AND POLICY FOR TH	E REMOVAL OF AI	Yes RAM." VEH BANDONED	ICLE VEHICLE
3. 1	(3) Are complaints classified properly? (4) What are the most common errors in complaint investigation. What procedure is in place to handle traffic complaints? ARE INTERDICTION PROGRAM, PROVIDING EDUCATION,	PROGRAM CALLED AND POLICY FOR THE	E REMOVAL OF AI	Yes RAM." VEH BANDONED	ICLE VEHICLE
i. i	(3) Are complaints classified properly? (4) What are the most common errors in complaint investigation. What procedure is in place to handle traffic complaints? ARE INTERDICTION PROGRAM, PROVIDING EDUCATION, How are employee absences reported/verified? ALL ABSENCE ISSUE, DEPARTMENT POLICY IS ADHERED TO AS PER	PROGRAM CALLED AND POLICY FOR THE SONAL VISITS BY THE Employment requests?	E REMOVAL OF AI	Yes RAM." VEH BANDONED OG, IF CON	ICLE VEHICLE TINUING

VREA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

H	IP 453B (Rev. 8-07) OPI 009		
min	(1) What type(s) of cameras are used? DIGITAL		
	(2) Are photos in file of good quality?	✓ Yes	
		<u> </u>	
Usa	g. Who is responsible for ambulance/tow truck inspections? OFFICER MEZA		
	(1) Are inspections up-to-date?	✓ Yes	□No
	(2) Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□ No
	(3) Are random inspections conducted?	✓ Yes	□No
	(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□No
	(5) How are officers and communications operators advised of tow trucks/ambulances that are remove from service? WITH MANAGEMENT CONCURRENCE, A MEMORANDUM IS PREI		FED TO ALL
) news	OFFICERS, INFORMATION SENT TO THE LOCAL DISPATCH CENTER.		11772-11
– h	n. Is there security for Area personnel rosters?	✓ Yes	□No
	(1) What is Area policy regarding the release of personal telephone numbers and addresses? NOT		Α
• • •	MANAGERS, SUPERVISORS AND DIVISION OBTAIN COPIES. OFFICERS AND CLERIC		
0.00	THE INFORMATION ONLINE.		
-	(2) Who regularly receives Area rosters? REFER TO ABOVE		
i.	. Has the Area established proper employer/employee relations?		□No
	(1) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No
	(2) Is there a bulletin board for employee association items?	✓ Yes	□No
j.	Are damaged uniform articles inspected and repaired/replaced?	✓ Yes	□No
	(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER WILLIAMS		
-			
	(2) If appropriate, are damages collected?	✓ Yes	□ No
k.	Are vacation slots consistent with Area operational needs?	✓ Yes	□ No
Į.	Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?		□No
m.	n. Is there a system in place to ensure accountability for directives?	✓ Yes	□No
-	(1) How are employees returning from extended absences provided updated information from directive	es? ALL EMPLOY	YEE'S ARE
	REQUIRED TO REVIEW THE SOP, UNIFORMED ARE ALSO REQUIRED TO QUALIFY IN	SHOOTING, PMA	A/OST,
	COMMENTARY DRIVING, REVIEW SROVT'S, AND QUARTERLY TRAINING ITEMS. IF	APPLICABLE, UI	VIFORMED
	EMPLOYEE'S ARE ASSIGNED TO AN FTO.	2712	

TATE OF CALIFORNIA
EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

n.	Who is responsible for the review of reports submitted by field officers? SERGEANTS AND MANAGERS		
	(1) Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
	(a) How is this accomplished? SHIFT SUPERVISORS REVIEW THE REPORTS, IDENTIFIED DURIN	NG STAF	l:
	MEETINGS AND CONTACT WITH MANAGERS.		
0.	Does Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1) Are these controls effective?	✓ Yes	□ No
***	(2) Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3) Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□ No
	(4) Who may authorize overtime? SERGEANTS AND MANAGERS		
	(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
-	(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7) Who maintains court and subpoena logs? OFFICE TECH.		
-			
-	(8) Are local controls sufficient to properly manage overtime?	✓ Yes	□No
	(a) Is CTO held within proper limits?	✓ Yes	□No
	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
	(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
	(d) Is the MAR signed by the commander?	✓ Yes	□No

N ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP) ND THE EMERGENCY ACTION PLAN (EAP). UPON INSPECTION, IT WAS FOUND THE AREA WAS IN COMPLIANCE. 6 MPLOYEES WERE ASKED IF THEY HAD KNOWLEDGE OF THE IIPP AND EAP. ALL 6 EMPLOYEES EXPRESSED THERE NOWLEDGE.

Santa Barbara Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On September 10, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Santa Barbara Area's SOP was found to have been completely revised at the time of this inspection and available for each employee's review either on-line or binders. Updates for the SOP are briefed during shift changes and e-mailed to all employees. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area conforms to departmental policy relating to the inspections of tow trucks/ambulances and assures each required company conforms to the provisions of the tow truck agreement (TSA).

Santa Barbara Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 2

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Santa Barbara Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) and the Emergency Action Plan (EAP). It was found both program plans were up to date and contained the required information. It was further noted the Area ensures all employees are familiar with these plans as several briefing items and posted informational items were located throughout the Area office. Six employees were asked as to there specific knowledge of both programs. All six employees were able to advise of each program.

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

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CHP 453B (I	Rev. 8-07)	OPI 009		

AREA MANAGEMENT EVALUATION	
AREA PROCEDURES AND LOCAL ORDERS	

AREA	DIVISION	NUMBER
765	Coastal DIvision	
EVALUATED BY		DATE
K. Kruse, J. Orlett,	J. Gomez	07/30/2008

RUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired. SUSPENSE DATE TYPE OF EVALUATION Informal Evaluation √ Formal Evaluation DATE COMMANDER'S REVIEW FOLLOW-UP REQUIRED Correction Report □ No √ Yes BY CORRECTED ACTION REQUIRED **EVALUATED** 1. AREA STANDARD OPERATING PROCEDURES (SOP) Yes No □ No √ Yes a. Does SOP contain only local procedures essential to Area? √ No Yes b. Conflicts between Division SOP and Area SOP? √ Yes ☐ No c. SOP available for review? □ No √ Yes (1) Is it current? √ Yes ☐ No (2) Are orders necessary? √ Yes ☐ No (3) Does SOP provide reference to, yet avoid duplication of departmental policy? Yes √ No (4) Conflict between SOP and departmental policy? □ No √ Yes (5) Orders clear and concise? ☐ No √ Yes (6) Is table of contents current/effective? ☐ No √ Yes (7) Logical division of material? All transfer and new employee's are required to read the (8) What system is used to assure each Area employee has read SOP? Area's SOP. The SOP is on-line and available to each employee. Updates are briefed and posted. Orientation check sheet utilized V Yes ☐ No Effective numbering and index system? ✓ No Yes (10) Position descriptions utilized in place of individual names? The Area's SOP is on-line for review by each employee (11) How are SOPs distributed? ☐ No √ Yes (a) Are they readily available? Sergeant Graneri (12) Who is responsible for review/revision? As needed (13) How often is SOP reviewed/updated? Yes V No (a) Is a suspense system in place?

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

CH	P 453B (Rev. 8-07) OPI 009				
1	CAL DIRECTIVES	Yes	No REQUIRED	CORRECTED	
_	a. Other methods utilized by commander to provide written instru	uctions to Area perso	onnel? Briefings, A	rea training day	s, e-mail,
	posted in Area for all employee's to view.				
3.	LIMITED DUTY ASSIGNMENTS	Yes	ACTION REQUIRED	CORRECTED	
	a. Are commander and staff aware of contents of HPM 10.7, Inju Chapter 8, relating to limited duty?	ıry and Iliness Case I	Management Manual,	☑ Yes	☐ No
	b. What types of duties are assigned to those on limited duty?	Front desk duties, a	nswering telephones, fili	ng.	
	c. How many employees are currently on limited duty status? 1				
	OTHER PROCEDURES	EVALUATED Yes	ACTION REQUIRED Yes	CORRECTED	
	a. What methods does Area use to report highway defects?		the Ventura Dispatch Cer	nter. The Dispa	tch Center
	then contacts the appropriate agency.	1000			
	o. Are Area personnel aware of procedures in HPM 10.4, Citizens	s' Complaint Investio	ations Manual?	✓ Yes	☐ No
	(1) What procedure is followed for receiving citizen's complain		s follow the procedures p	ner HPM 10.4.	
-	(1) What procedure to tollowed for recovering states to complian				
	(2) Is there a system to identify complaint-generating behavior	r?		☑ Yes	□ No
	(3) Are complaints classified properly?	17-12-1-12		☑ Yes	☐ No
_	(4) What are the most common errors in complaint investigation	ons? Format erro	ors from new Sergeants.	VII	
c	What procedure is in place to handle traffic complaints?	Area has a specific f	orm which is assigned to	the COPS Offic	cer for
	follow-up.	2000			
d.	How are employee absences reported/verified? The empl	lovee contacts the on	-duty Sergeant or OIC. 1	If a pattern exist	s, the Area
	may make a call to the employee to verify the absence.				
				☐ Yes	✓ No
e.	Is there a central listing of employees with approved secondary	employment request	s? 		
e.	(1) Are supervisors aware of regulations in HPM 10.3, Personn			☐ Yes	☑ No

AREA MANAGEMENT EVALUATION AREA PROCEDURES AND LOCAL ORDERS

(1) What type(s) of cameras are used? Digital		
(2) Are photos in file of good quality?	✓ Yes	No
g. Who is responsible for ambulance/tow truck inspections? Officer R. Erickson, #13555		
(1) Are inspections up-to-date?	☑ Yes	☐ No
(2) Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	☐ No
(3) Are random inspections conducted?	☑ Yes	☐ No
(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	☑ Yes	☐ No
(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Officer prepares documentation per policy and the TSA. Letter is then sent to the op-	erator upon the	review of
Coastal Division.		
h. Is there security for Area personnel rosters?	✓ Yes	☐ No
(1) What is Area policy regarding the release of personal telephone numbers and addresses? On-line.	Personnel und	erstand tha
the Area personnel roster is confidential.		
(2) Who regularly receives Area rosters? Only Area personnel and Coastal Division		
i. Has the Area established proper employer/employee relations?	✓ Yes	□ No
(1) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	☐ No
(2) Is there a bulletin board for employee association items?	✓ Yes	☐ No
j. Are damaged uniform articles inspected and repaired/replaced?	✓ Yes	☐ No
(1) Who coordinates inspection and/or disposal of unserviceable items? Officer Tyson Lominack prepa	res the memorar	ndum and
ensures the proper transportation to headquarters.		
(2) If appropriate, are damages collected?	☑ Yes	☐ No
k. Are vacation slots consistent with Area operational needs?	✓ Yes	☐ No
Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?	√ Yes	☐ No
n. Is there a system in place to ensure accountability for directives?	☑ Yes	□ No
(1) How are employees returning from extended absences provided updated information from directives?	Area ensure	es that all
(1) How are employees returning from extended absences provided updated miorination from directives:		

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STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

Who is responsible for the review of reports submitted by field officers? Area Sergeant's are the initial	l reviewers of all	documents.
Management reviews all sensitive documentation.		
(1) Are supervisors made aware of superior or deficient reports?	☑ Yes	☐ No
(a) How is this accomplished? Supervisors are the first to review all reports. This is discussed a	t briefings and st	aff meetings
o. Does Area have written guidelines for overtime usage and control?	☑ Yes	□ No
(1) Are these controls effective?	√ Yes	☐ No
(2) Do overtime provisions comply with collective bargaining unit agreements?	√ Yes	☐ No
(3) Are CHP 415s, Daily Field Record, complete and accurate?	√ Yes	☐ No
(4) Who may authorize overtime? The overtime coordinator for voluntary overtime/Supervisors for all o	ther overtime iss	ues.
(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner	? Yes	☑ No
(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Re-	cord? 🗸 Yes	☐ No
(7) Who maintains court and subpoena logs? The court officer and clerical personnel.		
(8) Are local controls sufficient to properly manage overtime?	√ Yes	☐ No
(a) Is CTO held within proper limits?	√ Yes	☐ No
(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	√ Yes	☐ No
(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	☑ Yes	□ No
(d) Is the MAR signed by the commander?	☐ Yes	☑ No

Refer to narrative:

During the inspection, the Injury and Illness Protection Plan (IIPP), Emergency Operation Plan (EOP) and the Emergecy Action Plan (EAP) were inspected. It was found that the IIPP required updates as the references in the Annex's were invalid. (Refer to Item #5).

Upon further review, it was noted the Area's EAP required update to the emergency contacts. (Refer to Item #6).

Ventura Area Management Evaluation Chapter 2, Area procedures and local orders Page #1

On July 30, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Ventura Area's SOP was found to be on-line for the entire command to review. Updates for the SOP are sent to each employee via e-mail and briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has incomplete entries. **Refer to Item #1**.
- e. A check on the Area's secondary employment listing failed to reveal a log as required per HPM 10.3, Chapter 14. **Refer to Item #2.**
- g. The Area follows proper policy and procedure related to ambulance/tow truck inspections. A review of the tow complaints noted the tow officer had properly documented each case.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

Ventura Area Management Evaluation Chapter 2, Area procedures and local orders Page #2

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Ventura Area needs to ensure that CHP 90s, Report of Court appearance is submitted in a timely fashion. Refer to Item #3.
 - (8) Commander to ensure the MAR is signed on a monthly basis. Refer to item #4.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted the last update was July 2007. The binder further had several Annex's directing to specific units, however; those missing documents were not located at the time of this inspection. Out of 12 uniformed and non-uniformed personnel, asked about the IIPP, it was noted only 3 were aware of the program and contents of the binder. **Refer to Item #5.**

Upon inspection of the Area's Emergency Action Plan (EAP), it was found the Area's emergency response personnel contact listing located in ANNEX F required updating. Refer to Item #6.

TATE OF CALIFORNIA
EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
MOORPARK	COASTAL	
EVALUATED BY		DATE
FIELD OPERATION	TINU RNC	10/28/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer adividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF EVALUATION Informal Evaluation In		SUSPENSE DATE			
☐ Correction Report ☐ Yes ☐ No BY		COMMANDER'S REVIE	COMMANDER'S REVIEW		
AREA STANDARD OPERATIN	NG PROCEDURES (SOP)	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	
a. Does SOP contain only loca	al procedures essential to Area?			✓ Yes	□ No
b. Conflicts between Division S	SOP and Area SOP?			✓ Yes	□No
c. SOP available for review?				✓ Yes	□No
(1) Is it current?				✓ Yes	□No
(2) Are orders necessary?			1019.01.00	✓ Yes	□No
(3) Does SOP provide refe	rence to, yet avoid duplication o	of departmental policy?		✓ Yes	□No
(4) Conflict between SOP a	and departmental policy?			Yes	☑ No
(5) Orders clear and concis	e?			✓ Yes	□No
(6) Is table of contents curr	ent/effective?			✓ Yes	□No
(7) Logical division of mate	rial?			✓ Yes	□No
(8) What system is used to	assure each Area employee ha	s read SOP? ALL NI	EW EMPLOYEE'S ARE R	EQUIRED T	O REVIEW
THE AREA'S SOP. A	LL CHANGES/ADDITIONS A	ARE BRIEFED TO EA	CH EMPLOYEE.		
(9) Effective numbering and	l index system?			✓ Yes	□No
(10) Position descriptions util	lized in place of individual name	os?		✓ Yes	□No
(11) How are SOPs distribute	ed? SOP IS ON-LINE FOR EA	ACH EMPLOYEE'S R	EVIEW		
(a) Are they readily ava	ailable?			✓ Yes	□No
(12) Who is responsible for re	eview/revision? SGT, LANGF	ORD			
(13) How often is SOP review	/ed/updated? AS NEEDED.	SOP HAS RECENTL	Y BEEN UPDATED		
(a) Is a suspense syste	m in place?			✓ Yes	□No

PARTMENT OF CALIFORNIA HIGHWAY PATROL REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

L	OCAL DIRECTIVES	YES	NO ACTION REQUIRED	CORRECTE	D
а.	Other methods utilized by commander to provide written in	nstructions to Area pers	onnel? E-MAIL, BRIEFI	NG ITEMS	
LI	IMITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED NO	CORRECTE	D.
a.	Are commander and staff aware of contents of HPM 10.7, Chapter 8, relating to limited duty?	, Injury and Illness Case	Management Manual,	✓ Yes	□No
b.	What types of duties are assigned to those on limited duty	/? CLERICAL TYPE	DUTIES		
C	How many employees are currently on limited duty status'	? ()			
-	THER PROCEDURES	EVALUATED YES	ACTION REQUIRED NO	CORRECTE	D
a.	What methods does Area use to report highway defects?			MUNICATIO	NS CENTE
	WHO INTURN CONTACT HE APPROPRIATE AGEN	ICY.			
b.	Are Area personnel aware of procedures in HPM 10.4, Cit	tizens' Complaint Invest	gations Manual?	✓ Yes	□No
	(1) What procedure is followed for receiving citizen's com	nplaints? AREA SUP	ERVISORS RECEIVE TH	E COMPALI	NTS AND
= 11	UPDATE THE CHP 240 LOG. THESE PROCEDUI	RES ARE NOTED IN (CHAPTER 5 OF THE ARE	A'S SOP	
	(2) Is there a system to identify complaint-generating beh	navior?		✓ Yes	□No
	(3) Are complaints classified properly?			✓ Yes	□No
***	(4) What are the most common errors in complaint invest	igations? PROOF REA	DING		
c.			CHAPTER 5, THE AREA		
	MYERS PREPARES THE TRAFFIC COMPLAINTS, I	OGS IT IN AND ASS	GNS IT TO A ROBERT U	INIT FOR DI	SPOSITION
d.	How are employee absences reported/verified? ABSENC	EES ARE FOLLOWED	UP BY A SUPERVISOR.		
	Is there a central listing of employees with approved secon	ndary employment reque	ests?	√ Yes	□No
•	(1) Are supervisors aware of regulations in HPM 10.3, Per	rsonnel Transactions M	anual, Chapter 14?	✓ Yes	☐ No
			•		
	How are cameras assigned? ASSIGNED AS NEEDED	**************************************			

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

KREA MANAGEMENT EVALUATION **IREA PROCEDURES AND LOCAL ORDERS**

IP	453B	(Rev. 8-07) OPI 009					
_	(1)	What type(s) of cameras are used? DIGITAL CAMERA					
	(2)	Are photos in file of good quality?	✓ Yes	□ No			
g.	VVI	no is responsible for ambulance/tow truck inspections? OFFICER S. CLARKSON					
	(1)	Are inspections up-to-date?	✓ Yes	□No			
11111	(2)	Is the responsible employee knowledgeable of applicable policies and regulations?	✓ Yes	□ No			
	(3)	Are random inspections conducted?	✓ Yes	□No			
	(4)	Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	✓ Yes	□ No			
***	(5)	How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER CLARKSON PREPARES DOCUMENTATION, SENDS TO THE D	ISPATCH CE	NTERS AI			
	4111111	BRIEFS TO ALL EMPLOYEE'S.					
h.	Is t	nere security for Area personnel rosters?	✓ Yes	□No			
_	(1)	What is Area policy regarding the release of personal telephone numbers and addresses? EVERY M	IONTH THE				
		INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS A	ND SPECIAL 1	DUTY			
		STAFF WITH A COPY TO THE VENTURA DISPATCH AND COASTAL DIVISION.					
	(2)	Who regularly receives Area rosters? REFER TO ABOVE.					
•	Has	the Area established proper employer/employee relations?	✓ Yes	☐ No			
	(1)	Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No			
	(2)	Is there a bulletin board for employee association items?	✓ Yes	□No			
	Are	damaged uniform articles inspected and repaired/replaced?	✓ Yes	□ No			
	(1)	Who coordinates inspection and/or disposal of unserviceable items? SPECIAL DUTY					
-	(2)	If appropriate, are damages collected?	✓ Yes	□No			
	Are	vacation slots consistent with Area operational needs?	✓ Yes	□No			
		e squad club in compliance with departmental policy and other mandated requirements concerning ords and accountability?	☐Yes	□No			
η.	Is th	ere a system in place to ensure accountability for directives?	✓ Yes	□No			
	(1)	How are employees returning from extended absences provided updated information from directives?	EMPLOYEE	'S ARE			
		DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASSIGNED TO ANOTHER					
		OFFICER FOR UPDATED TRAINING.					

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EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

n.	Who is res	ponsible for the review of reports submitted by field officers? AREA SUPERVISORS		
	(1) Are su	pervisors made aware of superior or deficient reports?	✓ Yes	□No
	(a) H	ow is this accomplished? STAFF MEETINGS	- 60-5	
0.	Does Area	have written guidelines for overtime usage and control?	✓ Yes	□No
	(1) Are the	se controls effective?	✓ Yes	□No
	(2) Do ove	rtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3) Are CH	P 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4) Who m	ay authorize overtime? MANAGER/SUPERVISOR/OIC		
	(5) Are CH	P 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
	(6) Do emp	oloyees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7) Who m	aintains court and subpoena logs? COURT OFFICER, MACINTOSH		
	(8) Are loca	al controls sufficient to properly manage overtime?	✓ Yes	□No
	(a) Is	CTO held within proper limits?	✓ Yes	□No
	(b) Do	es the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
	(c) Do	all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□ No
	(d) Is t	he MAR signed by the commander?	✓ Yes	□No

PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP).

PON REVIEW. IT WAS FOUND THE IIPP REQUIRED UPDATING. SPECIFICALLY, THE ADDITION OF THE 2008 CCUPATIONAL SAFETY COMMITTEE MEMBERS, AND THE INCLUSION OF THE 2008 OCCUPATIONAL AREA SAFETY OALS. ADDITIONALLY, 4 EMPLOYEE'S WERE ASKED OF THERE KNOWLEDGE OF THE IIPP, ALL 4 EMPLOYEE'S WERE WARE OF THE PROGRAM.

HE MOORPARK AREA'S EAP WAS REVIEWED AND FOUND THE EMERGENCY CONTACT INFORMATION REQUIRED PDATING, REFER TO ITEM #2.

Moorpark Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On October 28, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Moorpark Area's SOP was found to be current. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Officer S. Clarkson is responsible for the ambulance/tow truck inspections for the Area. Random inspections were completed in August, 2008. All inspections were noted to be up to date.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

Moorpark Area Management Evaluation Chapter 2, Area Procedures and Local Orders Page 2

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Moorpark Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted that updates were required. Out of 4 uniformed and non-uniformed personnel, asked about the IIPP, all 4 were aware had knowledge of the program.

Upon inspection of the Area's Emergency Action Plan (EAP), it was found to be current.

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EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

AREA	DIVISION	NUMBER
CONEJO I. F.	COASTAL	
EVALUATED BY		DATE
FIELD OPERATION	ONS UNIT	10/28/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer advidual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF EVALUATION Sormal Evaluation Informal Evaluation	SUSPENSE DATE			
∠ Yes No BY	COMMANDER'S REV	EW	DATE	
AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED YES	ACTION REQUIRED	CORRECTE	D
a. Does SOP contain only local procedures essential to Area?			✓ Yes	□No
b. Conflicts between Division SOP and Area SOP?			✓ Yes	□No
c. SOP available for review?			✓ Yes	□No
(1) Is it current?	3.9.3.3.1		✓ Yes	□No
(2) Are orders necessary?			✓ Yes	□No
(3) Does SOP provide reference to, yet avoid duplication of	f departmental policy	?	✓ Yes	□No
(4) Conflict between SOP and departmental policy?			☐ Yes	✓ No
(5) Orders clear and concise?		4,39	✓ Yes	□No
(6) Is table of contents current/effective?			✓ Yes	□No
(7) Logical division of material?			✓ Yes	□No
(8) What system is used to assure each Area employee has	s read SOP? ALL N	EW EMPLOYEE'S ARE R	EQUIRED T	O REVIEW
THE AREA'S SOP. ALL CHANGES/ADDITIONS A	RE BRIEFED TO EA	ACH EMPLOYEE.		
(9) Effective numbering and index system?			✓ Yes	☐ No
(10) Position descriptions utilized in place of individual name	s?		✓ Yes	□No
(11) How are SOPs distributed? SOP IS ON-LINE FOR EA	ACH EMPLOYEE'S I	REVIEW		
(a) Are they readily available?			✓ Yes	□No
(12) Who is responsible for review/revision? SGT, LAMMC	DNS			31778484
(13) How often is SOP reviewed/updated? AS NEEDED.	SOP HAS RECENT	LY BEEN UPDATED		5-01.1
(a) Is a suspense system in place?			✓ Yes	□No

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

L	OCAL DIRECTIVES	EVALUATED YES	ACTION REQUIRED NO	CORRECTED	
а.	Other methods utilized by commander to provide written instruction	ons to Area personnel?	E-MAIL, BRIEFING	ltems	
_ LI	MITED DUTY ASSIGNMENTS	EVALUATED YES	ACTION REQUIRED	CORRECTED	v
a.	Are commander and staff aware of contents of HPM 10.7, Injury a Chapter 8, relating to limited duty?	and Illness Case Manag	ement Manual,	☑ Yes	□No
b.	What types of duties are assigned to those on limited duty? CL	ERICAL TYPE DUTIE	S		
С.	How many employees are currently on limited duty status? ()				
0	THER PROCEDURES	YES	ACTION REQUIRED NO	CORRECTED	
a.	What methods does Area use to report highway defects? OFFI	CERS CONTACT THE	VENTURA COMMUI	VICATION	NS CENTER
9111	WHO INTURN CONTACT HE APPROPRIATE AGENCY.				
b.	Are Area personnel aware of procedures in HPM 10.4, Citizens' (Complaint Investigations	Manual?	✓ Yes	□No
	(1) What procedure is followed for receiving citizen's complaints'	? AREA SUPERVIS	ORS RECEIVE THE C	OMPALIN	NTS AND
	UPDATE THE CHP 240 LOG. THESE PROCEDURES AF	RE NOTED IN CHAPT	ER 5 OF THE AREA'S	SOP	
	(2) Is there a system to identify complaint-generating behavior?			✓ Yes	□No
	(3) Are complaints classified properly?			✓ Yes	□No
	(4) What are the most common errors in complaint investigations	s? NONE			
-	MOZ.				
C.	What procedure is in place to handle traffic complaints? FORW	ARD TO APPROPRIA	TE AREA OFFICE		
	Water 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -				
d.	How are employee absences reported/verified? ABSENCES AR	E FOLLOWED UP BY	A SUPERVISOR.		× smillie
					——————————————————————————————————————
e.	Is there a central listing of employees with approved secondary er	mployment requests?		✓ Yes	□No
	(1) Are supervisors aware of regulations in HPM 10.3, Personnel	Transactions Manual, 0	Chapter 14?	✓ Yes	□No
f.	How are cameras assigned? ASSIGNED TO EACH SCALE	2-31			
2 5					- III-lise not

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

\REA MANAGEMENT EVALUATION

IREA PROCEDURES AND LOCAL ORDERS

	(1) What type(s) of cameras are used? DIGITAL CAMERA		
	(2) Are photos in file of good quality?	✓ Yes	□No
g.	Notes in the second of the few purchases the second in the second of the		
-			
	(1) Are inspections up-to-date?	☐ Yes	□No
	(2) Is the responsible employee knowledgeable of applicable policies and regulations?	☐ Yes	☐ No
	(3) Are random inspections conducted?	☐ Yes	□ No
	(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?	☐ Yes	□ No
****	(5) How are officers and communications operators advised of tow trucks/ambulances that a from service? N/A	re removed	
h.	h. Is there security for Area personnel rosters?	☑ Yes	□No
	(1) What is Area policy regarding the release of personal telephone numbers and addresses	? EVERY MONTH THE	
	INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPI	ERVISORS AND STAFF W	тн а со
	TO THE VENTURA DISPATCH AND COASTAL DIVISION.		
	(2) Who regularly receives Area rosters? REFER TO ABOVE.		
	. Has the Area established proper employer/employee relations?	✓ Yes	☐ No
	(1) Does commander show a personal interest in dealing with employee representatives?	✓ Yes	□No
	(1) Does commander show a personal interest in dealing with employee representatives?(2) Is there a bulletin board for employee association items?	✓ Yes ✓ Yes	□ No
200	(2) Is there a bulletin board for employee association items?	✓ Yes ✓ Yes	□No
	(2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced?	✓ Yes ✓ Yes	□No
	(2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced?	✓ Yes ✓ Yes	□No
	 (2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced? (1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER V. LAC (2) If appropriate, are damages collected? 	✓ Yes ✓ Yes	□ No
	 (2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced? (1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER V. LAC (2) If appropriate, are damages collected? 	✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No
	 (2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced? (1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER V. LAC (2) If appropriate, are damages collected? Are vacation slots consistent with Area operational needs? Is the squad club in compliance with departmental policy and other mandated requirements correcords and accountability? 	✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No □ No
1.	 (2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced? (1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER V. LAC (2) If appropriate, are damages collected? Are vacation slots consistent with Area operational needs? Is the squad club in compliance with departmental policy and other mandated requirements consistent. 	✓ Yes	No
ς, n.	 (2) Is there a bulletin board for employee association items? Are damaged uniform articles inspected and repaired/replaced? (1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER V. LAC (2) If appropriate, are damages collected? Are vacation slots consistent with Area operational needs? Is the squad club in compliance with departmental policy and other mandated requirements correcords and accountability? Is there a system in place to ensure accountability for directives? 	✓ Yes ✓ Hes ✓ Yes ✓ Yes ✓ Yes	No No No No No No No SS ARE

TATE OF CALIFORNIA

EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

REA PROCEDURES AND LOCAL ORDERS

HP 4	153B (Rev. 8-07) OPI 009		
n.	Who is responsible for the review of reports submitted by field officers? AREA SUPERVISORS		
	(1) Are supervisors made aware of superior or deficient reports?	✓ Yes	□No
	(a) How is this accomplished? STAFF MEETINGS		
0.	Does Area have written guidelines for overtime usage and control?	✓ Yes	□No
	(1) Are these controls effective?	✓ Yes	□No
	(2) Do overtime provisions comply with collective bargaining unit agreements?	✓ Yes	□No
	(3) Are CHP 415s, Daily Field Record, complete and accurate?	✓ Yes	□No
	(4) Who may authorize overtime? MANAGER/SUPERVISOR/OIC		
	(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?	✓ Yes	□No
	(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?	✓ Yes	□No
	(7) Who maintains court and subpoena logs? LINDA WINDT, OA		E CONTRACTOR LIGHTER
	(8) Are local controls sufficient to properly manage overtime?	✓ Yes	□No
nries.	(a) Is CTO held within proper limits?	✓ Yes	□No
	(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?	✓ Yes	□No
	(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?	✓ Yes	□No
	(d) Is the MAR signed by the commander?	✓ Yes	□No

PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND HE EMERGENCY ACTION PLAN (EAP).

PON REVIEW, IT WAS FOUND THE IIPP AND EAP WERE UPDATED AS REQUIRED.

Conejo Inspection Facility Management Evaluation Chapter 2, Area Procedures and Local Orders Page 1

On October 28, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Conejo Inspection Facility Area's SOP was found to be up to date at the time of this inspection. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Due to the Area's primary focus as a commercial inspection facility, no participation in the tow truck agreement (TSA) is required. Those duties are assumed by the Ventura Area.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

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- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training polices.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Conejo Inspection Facility ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
 - (8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan and the Emergency Action Plan (EAP). Both were found to be current.